Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 89,197

Prod Date: 03/22/2013 **Warranty Start Date:** 05/10/2013

Dealer/Contact Data:

Dealer: WI003 Ewald Kia of Oconomowoc

Phone: 2625696500 **FAX:** 2625600648

Contact: Richard Possing **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 05/23/2017 05:38:07 ***
Contact = Richard Possing, Priority = Standard, Sub Status = Dispatched
*** 05/23/2017 05:38:07 ***
Web - Problem Description created on 05/22/2017 14:12:55 and created by Richard Possing
Head bolt threads pulled out of block when attempting to torque head bolts after head gasket repair.
PWA and related pics attached.
*** 05/23/2017 05:38:07 ***
Web - Diagnostics created on 05/22/2017 14:12:55 and created by Richard Possing
Started head gasket repair but was unable to finish due to bolts having weak threads in the block.
*** 05/23/2017 05:38:08 ***
PWA734861.pdf added by Richard Possing on 05/23/2017 05:38:07
*** 05/23/2017 05:39:39 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 05/23/2017 05:42:23 ***
Component Chagned from to Engine (General) by Steven Okimura

*** 05/23/2017 05:42:23 ***
Symptom Chagned from to Damage (General) by Steven Okimura

*** 05/23/2017 05:42:23 ***
System Chagned from to Engine Mechanical by Steven Okimura

*** Web - Advice created on 05/23/2017 05:42:23 and created by Steven Okimura ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is

required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 05/23/2017 05:42:44 ***
TREAD Applicable Date Updated to 05/23/2017 05:42:42

*** 05/23/2017 05:42:54 ***
Closed with Resolution Code : Faulty Component

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 35,215

Prod Date: 11/09/2013 **Warranty Start Date:** 11/16/2013

Dealer/Contact Data:

Dealer: FL059 Friendly Kia

Phone: 7278159611 **FAX:** 7278430881

Contact: Derrick Jernigan **Contact Title:** Exclusive Kia Technician **Service District:** SO14

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: pulled out threads to block

Case History

*** 05/31/2017 06:06:05 ***
Contact = Derrick Jernigan, Priority = Standard, Sub Status = Dispatched
*** 05/31/2017 06:06:05 ***
Web - Problem Description created on 05/31/2017 06:03:57 and created by Derrick Jernigan
c/s vehicle running hot and loosing coolant
*** 05/31/2017 06:06:05 ***
Web - Diagnostics created on 05/31/2017 06:03:57 and created by Derrick Jernigan
good morning i have gotten this vehicle after a few techs not trained looking at the vehicle and added coolant.this vehicle does bubble alot while sitting for like a hour or so running.if i rev the engine can see the level rise threw coolant hopper and will bubble again for a bit,also if i shut off the vehicle and start it back up will shoot coolant out of the hopper.there are no leaks visable anywhere on this vehicle going onto the ground but does loose the coolant rapidly within like a week or so.(like its just burning the coolant out somewhere like a head gasket or whatever is possible).just informing you dont see this being a common concern.
*** 05/31/2017 06:33:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 05/31/2017 06:34:27 ***
Component Chagned from to Radiator by David Brisky

*** 05/31/2017 06:34:27 ***
Symptom Chagned from to Coolant Leak by David Brisky

*** 05/31/2017 06:34:28 ***
System Chagned from to Engine Mechanical by David Brisky

*** 05/31/2017 06:34:33 ***
TREAD Applicable Date Updated to 05/31/2017 06:34:32

*** Web - Advice created on 05/31/2017 06:35:58 and created by David Brisky ***
1: Have you performed a "block check" to see if there is combustion gas in the cooling system? Have you performed a

cylinder leak down test to see if there is a head gasket leak?

*** 06/05/2017 05:08:37 ***
Web - Note created on 06/05/2017 05:08:37 and created by Derrick Jernigan
good morning,sorry i havent gotten back to you sooner...i have looked up these sevices on kgis and we have no special tools for this to be able do a proper check.i even seen if we could something after market but cannot.thanks

*** Web - Advice created on 06/05/2017 05:22:41 and created by David Brisky ***
1: There is a tool called "block checker" that should be available from your tool distributer or local parts house.

*** 06/05/2017 09:17:32 ***
Web - Note created on 06/05/2017 09:17:32 and created by Derrick Jernigan
found this tool that our parts department didnt know we had sorry about that

*** Web - Advice created on 06/05/2017 09:25:56 and created by David Brisky ***
1: Thanks for the update

*** 06/05/2017 10:53:05 ***
Web - Note created on 06/05/2017 10:53:04 and created by Derrick Jernigan
okay i have done the test.got the tool drained coolant level some and had the engine at idle,poured blue fluid to the yellow line and followed instructions for test,put on the neck for a good seal and sqeezed ball for approx one minute to draw in the gases.i went from blue to like a green witch did not stay blue.didnt draw any coolant in during test performed twice to make sure.

*** Web - Advice created on 06/05/2017 12:16:16 and created by David Brisky ***
1: Perform a cylinder leak down test to see which pressurized cylinder produces bubbles in the cooling system.

*** 06/06/2017 12:00:56 ***
Web - Note created on 06/06/2017 12:00:56 and created by Derrick Jernigan
good afternoon i have got bubbles in cyl #1 and #3 can hear it threw the radiator cap all other cylinders where good.the two pro blems cylinders were around 15% leakage at set 0 to 100psi .

*** Web - Advice created on 06/06/2017 12:33:45 and created by David Brisky ***
1: Get DPSM approval to remove the cylinder head to measure the head block surface flatness with a precision straight edge as outlined in the shop manual.

*** 06/08/2017 05:13:02 ***
Web - Note created on 06/08/2017 05:13:02 and created by Derrick Jernigan
okay i have gotten the head off last night.took a percision straight edge to measure the block and was under .05 mm across the block witch is max.i also checked the head itself and was under 0.05mm. but just to inform you i found that when breaking loose the head bolts i found the outsides to be tight.the one closest to front on the left side was super tight to break bellow that was barely any effort to break one hand,right of that one loose as well one hand to break,above that same,to right of that guy same bellow him was tight and others at trans side were tight.looked like gasket busted in the middle between those cylinders witch be the cause of the not so tight head bolts.just updating the case. so like 3 of 8 were tight only.

*** Web - Advice created on 06/08/2017 05:30:26 and created by David Brisky ***
1: Be sure to check the surfaces multiple ways as outlined. You may want to try torqueing the bolts back down to spec prior to ordering parts to make sure the threads don't pull out of the block.

*** 06/08/2017 06:43:20 ***
Web - Note created on 06/08/2017 06:43:20 and created by Derrick Jernigan
so you would like me to put old gasket and the head back on to retighten to spec in the order given to check? and yes i did do it multiple ways not just straight across.

*** Web - Advice created on 06/08/2017 06:47:06 and created by David Brisky ***
1: Since the head and block are within specification then install a new gasket and check.

*** 06/14/2017 08:01:55 ***
Web - Note created on 06/14/2017 08:01:55 and created by Derrick Jernigan
the new gasket should be in tomorrow or later today then will update when put back together.

*** Web - Advice created on 06/14/2017 08:04:08 and created by David Brisky ***
1: Thanks for the update

*** 06/15/2017 08:21:34 ***
Web - Note created on 06/15/2017 08:21:34 and created by Derrick Jernigan
okay i have had the threads pull out of the engine in the sequence of tightening 1 pulled,2 good,3 pulled ,,4 pulled, also 5 and 6, 7 and 8 were good.on the 120 degree is when they started to pull along maybe on my 70 degree got loose.
i wanted to save myself a little work so was 50% chance to pass or not.so this will need either a short or long block i guess what i can get available just updating.

*** Web - Advice created on 06/15/2017 08:24:43 and created by David Brisky ***
1: If the cylinder head is OK then just replace the short block

*** 07/12/2017 10:43:57 ***
Web - Note created on 07/12/2017 10:43:57 and created by Derrick Jernigan
okay i have no availabilty on short block and the total with parts is around 4271.99

i have a long block we can get available with right gaskets to assemble is around 4986.18 so was just wondering if we can just get a long block to repair this vehicle asap thanks

*** Web - Advice created on 07/12/2017 11:54:22 and created by David Brisky ***
1: What is the difference in price?

*** 07/12/2017 12:40:10 ***
Web - Note created on 07/12/2017 12:40:10 and created by Derrick Jernigan
about $715.16 i had the two prices listed for both

*** Web - Advice created on 07/12/2017 13:24:30 and created by David Brisky ***
1: Yes replace the long block

*** 07/20/2017 12:05:07 ***
Web - Note created on 07/20/2017 12:05:07 and created by Derrick Jernigan
i have replaced the long block and tested drives and rides as designed.

*** 07/20/2017 12:06:32 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: pulled out threads to block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 60,680

Prod Date: 03/11/2013 **Warranty Start Date:** 05/31/2013

Dealer/Contact Data:

Dealer: CA248 Momentum Kia

Phone: 7076517000 **FAX:** 7076381859

Contact: Venro Mayo Contact Title: Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # oil in coolant

Symptom: Overheating **OTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 06/05/2017 15:14:34 ***
Contact = Venro Mayo, Priority = Standard, Sub Status = Dispatched

*** 06/05/2017 15:14:34 ***
Web - Problem Description created on 06/05/2017 15:12:44 and created by Venro Mayo
C/S ENGINE OVER HEATED, AND THE OVER FLOW BOTTLE LID CAME OFF.

*** 06/05/2017 15:14:34 ***
Web - Diagnostics created on 06/05/2017 15:12:44 and created by Venro Mayo
CHECKED RADIATOR TO SEE COOLANT LEVEL, FOUND IT TO BE VERY LOW, TOPPED OFF COOLANT LEVEL, STARTED VEHICLE TO LET THE COOLANT CIRCULATE, WENT TO RECHECK LEVEL, FOUND OIL IN RADIATOR. ALSO ON INITIAL START UP AFTER TOPPING OFF COOLANT WITNESSED OIL SHOOTING UP OUT OF THE RADIATOR.

*** 06/05/2017 15:17:50 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin default

*** 06/05/2017 15:22:35 ***
Component Changed from to Engine (General) by Frank Lusic

*** 06/05/2017 15:22:35 ***
Symptom Changed from to Overheating by Frank Lusic

*** 06/05/2017 15:22:35 ***
System Changed from to Engine Mechanical by Frank Lusic

*** 06/05/2017 15:22:46 ***
TREAD Applicable Date Updated to 06/05/2017 15:22:41

*** Web -Advice created on 06/05/2017 15:23:23 and created by Frank Lusic •••

1: Hello Venro
Please look to see if there is any coolant leaking from the head gaskets externally on either the front or rear of the block, Please let Me know

*** 06/05/2017 15:38:17 ***
Web - Note created on 06/05/2017 15:38:17 and created by Venro Mayo
NO LEAKS FOUND.

*** Web - Advice created on 06/05/2017 15:39:44 and created by Frank Lusic ***
1: Thank you for that information, There have been cases were the threads pull out of the block for the cylinder head bolts causing the head gasket to leak, This may still be the case,
Please remove the valve covers and the cam shafts, then check to see if any of the head bolts are loose, if they are then try to re torque these bolts to see if the threads pull out of the block, Please report your findings

*** 06/06/2017 12:32:01 ***
Web - Note created on 06/06/2017 12:32:00 and created by Venro Mayo
ATTEMPTED TO RETORQUE HEAD BOLTS ON BOTH BANKS, ALL BOLTS ARE STRIPPING OUT.

*** Web - Advice created on 06/06/2017 13:26:01 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced.
Please check to see if this engine has not sustained any external impact damage
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** 06/06/2017 14:40:51 ***
Web - Note created on 06/06/2017 14:40:51 and created by Venro Mayo
OK THANK YOU

*** Web - Advice created on 06/06/2017 14:59:31 and created by Frank Lusic ***
1: you are welcome
2: To remove the oil from the cooling system please use Shout laundry detergent with just water in the cooling system and the thermostat out then let the engine idle for about 30 minutes the flush with clean water then repeat if necessary

*** 06/06/2017 15:19:11 ***
Web - Note created on 06/06/2017 15:19:11 and created by Venro Mayo
AM I SUPPOSE TO BE DOING TO FLUSH WITH THE NEW ENGINE INSTALLED, BECAUSE THE ORIGINAL ENGINE HAS BEEN TORN DOWN TO GAIN ACCESS TO THE HEAD BOLTS.TIMING COVER CHAINS , CAM SHAFTS ALL HAVE BEEN REMOVED.

*** Web - Advice created on 06/06/2017 15:28:19 and created by Frank Lusic ***
1: Yes I'm sorry I should have been more clear, with the new engine installed

*** Service Alert Escalated to CA as: 12375357 on 06/13/2017 01:05:59 (PST)

*** 06/13/2017 11:17:41 ***
Web - Note created on 06/13/2017 11:17:41 and created by Venro Mayo
REPLACED THE ENGINE WITH A LONG BLOCK, FLUSHED COOLING SYSTEM AS DIRECTED, NOW HAVING A MISFIRE ON CYLINDERS 1 AND 5, ALSO DTC FOR FUEL RAIL PRESSURE TOO LOW, INSPECTED ALL CONNECTORS AND CONNECTIONS NO LEAKS, CHECKED DATA, CYLINDERS 1 AND 5 HAVE NO READINGS FROM THE INJECTORS, REMOVED INTAKE TO CHECK CONNECTORS TO INJECTORS, NO PROBLEM FOUND. CAN ON LIFTERS THAT INJECTORS 1 AND 5 ARE NOT SPRAYING. SHOULD I NOW REPLACE THOSE INJECTORS?

*** Web - Advice created on 06/13/2017 13:04:08 and created by Frank Lusic ***
1: Yes please replace the injectors and recheck for proper operation

*** 06/13/2017 13:09:39 ***
Web - Note created on 06/13/2017 13:09:39 and created by Venro Mayo
OK

*** Web - Advice created on 06/13/2017 13:32:27 and created by Frank Lusic ***
1: Please let Me know the results

*** 06/14/2017 09:21:47 ***
Web - Note created on 06/14/2017 09:21:47 and created by Venro Mayo
WILL DO

*** Web - Advice created on 06/14/2017 09:49:13 and created by Frank Lusic ***
1: .

*** 06/14/2017 14:08:43 ***
Web - Note created on 06/14/2017 14:08:43 and created by Venro Mayo
AFTER REPLACING THE FUEL INJECTORS ON CYLINDER'S 1 AND 5, STILL GETTING THE SAME DTC'S, AFTER ENGINE RUNS FOR 2 MINUTES, CYLINDER #1 INJECTOR STOPS READ ANY VALUES.

*** 06/14/2017 14:42:38 ***
Web - Note created on 06/14/2017 14:42:38 and created by Venro Mayo
NOW WE HAVE A DTC P0193, FUEL RAIL PRESSURE SENSOR HIGH INPUT

*** 06/14/2017 15:09:06 ***
Web - Note created on 06/14/2017 15:09:06 and created by Venro Mayo
CHECKED PRESSURE FOR THE LOW PRESSURE FUEL PUMP, 65 PSI, CHECKED PSI WITH KDS ON HIGH PRESSURE FUEL PUMP, GOES FROM 585 DOWN TO 65 PSI ONCE THE MIL LIGHT COMES ON.

*** Web - Advice created on 06/14/2017 15:29:27 and created by Frank Lusic ***
1: Please perform the DTC inspection for code P0193 and report your results

*** 06/16/2017 08:38:02 ***
Web - Note created on 06/16/2017 08:38:02 and created by Venro Mayo
SO AFTER OUR LAST COMMUNICATION CLEARED DTC'S P0193 WENT AWAY, THEN ONLY P0301 AND P0305 WERE PENDING, CLEARED THEM, TRIED STARTING VEHICLE, SLOW START, RAN FOR 1.5 MINUTES, NOW I HAVE PENDING DTC'S FOR P0301, P0305, AND BACK TO P0087 AGAIN. PERFORMED A FUEL PRESSURE TEST ON THE PUMP IN THE TANK, I GOT 65 PSI.

*** 06/16/2017 08:59:48 ***
Web - Note created on 06/16/2017 08:59:48 and created by Venro Mayo
ALSO WHEN WATCHING THE DATA, YOU CAN SEE THAT ALL THE INJECTORS ARE AT 7.6 WHILE RUNNING FINE, THEN CYLINDERS 1 AND 5 GO TO 0.0 THEN THE PENDING DTC'S COME IN.

*** Web - Advice created on 06/16/2017 09:28:21 and created by Frank Lusic ***
1: If the PCM detects a misfire it will shut down those injectors to protect the CAT,
1, Please perform a compression check on all cylinders both wet and dry and report your findings on all cylinders, If any of the cylinders are low then
2, Please perform a cylinder leak down test on all cylinder and report your findings include the percentages and were the pressure is going on all cylinders

*** Web - Advice created on 06/16/2017 09:33:41 and created by Frank Lusic ***
1: When you cleared the codes did you reset the adaptive values at that time?

*** Web - Advice created on 06/16/2017 09:35:58 and created by Frank Lusic ***
1: Did you check if the cam follower was installed underneath the GDI pump and the roller wheel is making contact with the cam? If not please do so

*** 06/16/2017 10:02:53 ***
Web - Note created on 06/16/2017 10:02:53 and created by Venro Mayo
WHEN GOING INTO S/W MANAGEMENT, DOESNT GIVE OPTION FOR RESETTING ADAPTIVE VALUES. AM I SUPPOSED TO GOING INTO AUTO DETECTION CONFIGURATION RESET?

*** 06/16/2017 10:21:58 ***
Web - Note created on 06/16/2017 10:21:58 and created by Venro Mayo
YES THE CAM ROLLER IS IN PLACE AND MAKING CONTACT

*** Web - Advice created on 06/16/2017 11:05:41 and created by Frank Lusic ***
1: On this year you will need to perform a capacitor discharge to rest the adaptive values
Please record all of the radio presets so you can set them again later
Please perform a capacitor discharge by removing the NEG battery cable and touching both cables together for 30 seconds while depressing the brake pedal. Then recheck for the concern, please report your findings

2: Did you perform the compression check that I asked you to do yet?

*** 06/16/2017 11:11:37 ***
Case Closed with Resolution Code: Faulty Component

Kia America
Technical Assistance Center
Case number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 25

Prod Date: 02/23/2013 **Warranty Start Date:** 03/30/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Shane Harper **Contact Title:** Service Consultant **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Oil in coolant

Symptom: Overheating **DTC:**

System: Engine Electrical

Component: Electric Cooling Fan

Resolution:

Case History

*** 06/07/2017 14:01:49 ***
Contact = Shane Harper, Priority = Standard, Sub Status = Dispatched

*** 06/07/2017 14:01:49 ***
Web - Problem Description created on 06/07/2017 14:01:49 and created by Shane Harper
customer states after oil leak was repaired/ resealed timing cover there is oil in the coolant

*** 06/07/2017 14:01:50 ***
Web - Diagnostics created on 06/07/2017 14:01:50 and created by Shane Harper
confirmed that oil is in the radiator and coolant reservoir. found fans are not kicking on when vehicle is hot due to bad relay. oil also looks a little bit milky

*** 06/07/2017 14:06:58 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 06/07/2017 14:13:30 ***
Component Changed from to Electric Cooling Fan by John Brookes

*** 06/07/2017 14:13:30 ***
Symptom Changed from to Overheating by John Brookes

*** 06/07/2017 14:13:30 ***
System Changed from to Engine Electrical by John Brookes

*** 06/07/2017 14:15:20 ***
TREAD Applicable Date Updated to 06/07/2017 14:15:15

*** Web - Advice created on 06/07/2017 14:15:43 and created by John Brookes ***
1: Shane, based on your information it appear likely a head gasket has blown, contact DPSM for authorization to remove head or the heads for further inspections, thanks Shane.

*** Case has been auto closed by the system on 07/08/2017 01:08:02 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 38,969

Prod Date: 04/24/2013 **Warranty Start Date:** 06/29/2013

Dealer/Contact Data:

Dealer: MI036 Summit Place Kia East

Phone: 5864631521 **FAX:** 5864633959

Contact: Justin Rowe **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: replaced long block

Case History

*** 06/14/2017 07:13:41 ***
Contact = Justin Rowe, Priority = Standard, Sub Status = Dispatched

*** 06/14/2017 07:13:41 ***
Web - Problem Description created on 06/14/2017 07:13:41 and created by Justin Rowe
customer complaint of oil leak

*** 06/14/2017 07:13:42 ***
Web - Diagnostics created on 06/14/2017 07:13:42 and created by Justin Rowe
did prior repair of oil pressure switch. customer returned stating oil still leaking. diagnosis as oil filter housing. replaced oil filter housing and rechecked. oil leak still present. rechecked. it appears that the oil leak is coming from the right side head gasket (intake side) and dripping over the oil filter housing. it is very hard to diagnosis this concern, as that many components are in the way. and when removed can not run engine

*** 06/14/2017 07:21:59 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 06/14/2017 07:23:25 ***
Component Changed from to Seals/Gasket (Engine) by Brian Lall

*** 06/14/2017 07:23:25 ***
Symptom Changed from to Oil Leak by Brian Lall

*** 06/14/2017 07:23:25 ***
System Changed from to Engine Mechanical by Brian Lall

*** Web - Advice created on 06/14/2017 07:23:32 and created by Brian Lall ***
1: Since you cannot see the source of the leak easily please add some leak detection dye to the oil and run the vehicle. Then when the intake is removed use a UV light to follow the trail to the source.
2: You can connect the evap smoke machine to the oil dipstick tube and lightly pressurize the crankcase with smoke and air.

Do not use high pressure or you can damage engine seals but if you find smoke escaping it can help you pin point the source of the leak. Depending on the component and the location this may or may not work. If you can see the source of the leak, please take pictures showing where it is leaking from and attach them to the case. Thanks.

*** 06/14/2017 07:25:27 ***
TREAD Applicable Date Updated to 06/14/2017 07:25:24

*** Service Alert Escalated to CA as: 12378326 on 06/15/2017 01:05:58 (PST)

*** 06/15/2017 05:46:06 ***
Web - Note created on 06/15/2017 05:46:05 and created by Justin Rowe
tried diagnosis using smoke machine, test failed.. removed intake manifold and injectors. disconnected coils, and removed fuel pump fuse. cleaned off area and sprayed with leak trace powder. cranked over engine, and rechecked. found oil leak to be coming from rear of right side head gasket (intake side). picture is attached

*** 06/15/2017 05:46:08 ***
leak trace powder.JPG added by Justin Rowe on 06/15/2017 05:46:06

*** Web - Advice created on 06/15/2017 07:42:04 and created by Brian Lall ***
1: Good job finding the source of the leak and thanks for the picture. Please contact your DPSM for authorization to remove the head and to replace the head gasket and to check for damage to the block deck and head. While removing it check the head bolts in the area of the leak and note if any are loose indicating there may be damage to the threads in the block. If they are loose, stop and note it in the case. Let me know what you find. Thanks.

*** 06/16/2017 10:44:31 ***
Web - Note created on 06/16/2017 10:44:31 and created by Justin Rowe
removed head from block and inspected. found imperfection on block at area of leak. imperfection on block left impression on head gasket. pictures are attached

*** 06/16/2017 10:44:33 ***
image1.JPG added by Justin Rowe on 06/16/2017 10:44:31

*** 06/16/2017 10:44:34 ***
IMG_2280.JPEG added by Justin Rowe on 06/16/2017 10:44:33

*** Web - Advice created on 06/16/2017 10:49:50 and created by Brian Lall ***
1: Good job and thanks for the pictures. Due to the shadow it is difficult to tell if that is a high spot or a divit in the block causing the concern. Can you clarify that for me?

*** 06/16/2017 10:56:21 ***
Web - Note created on 06/16/2017 10:56:21 and created by Justin Rowe
a divit big enough for a ball point pen ti fit in. picture is attached

*** 06/16/2017 10:56:24 ***
image2.JPG added by Justin Rowe on 06/16/2017 10:56:22

*** Web - Advice created on 06/16/2017 10:57:45 and created by Brian Lall ***
1: Thanks for clarifying. Based on the information you provided, my recommendation is to replace the engine following normal service procedures. Please note:
Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

2: You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. Thanks.

*** 06/30/2017 11:48:59 ***
Web - Note created on 06/30/2017 11:48:59 and created by Justin Rowe
replaced long block and rechecked. ok at this time

*** 06/30/2017 11:49:55 ***
Case Closed with Resolution Code: Manufacturing Defect

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,179

Prod Date: 09/06/2013 **Warranty Start Date:** 11/11/2013

Dealer/Contact Data:

Dealer: GA064 Carriage Kia

Phone: 6787172150 **FAX:** 6787172155

Contact: Dang Thao **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 06/22/2017 08:54:01 ***
Contact = Dang Thao, Priority = Standard, Sub Status = Dispatched

*** 06/22/2017 08:54:01 ***
Web - Problem Description created on 06/22/2017 08:54:01 and created by Dang Thao
CUSTOMER STATES VEHICLE IS OVERHEATING AND A STRONG SMELL OF COOLANT IS COMING FROM THE VEHICLE.

*** 06/22/2017 08:54:01 ***
Web - Diagnostics created on 06/22/2017 08:54:01 and created by Dang Thao
REMOVE LEFT SIDE CYLINDER HEAD AND THERE COUPLE HEAD BOLTS ARE VERY LOOSE.

*** 06/22/2017 08:54:06 ***
IMG_0807[1].JPG added by Dang Thao on 06/22/2017 08:54:02

*** 06/22/2017 09:01:18 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/22/2017 09:04:30 and created by Frank Lusic ***
1: Hello Dang
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document

the reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
-

*** 06/22/2017 09:05:15 ***
PWA has been authorized by Frank Lusic

*** 06/22/2017 09:05:16 ***
Closed with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 44,078

Prod Date: 09/09/2013 **Warranty Start Date:** 12/16/2013

Dealer/Contact Data:

Dealer: NJ061 Manahawkin Kia

Phone: 6095971161 **FAX:** 6095972624

Contact: Doug Coyne **Contact Title:** Service Manager **Service District:** EA06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped hole for head bolt

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace long block

Case History

*** 06/22/2017 11:30:44 ***
Contact = Doug Coyne, Priority = Standard, Sub Status = Dispatched

*** 06/22/2017 11:30:44 ***
Web - Problem Description created on 06/22/2017 11:30:44 and created by Doug Coyne
customer states coolant leak present and vehicle over heated.

*** 06/22/2017 11:30:45 ***
Web - Diagnostics created on 06/22/2017 11:30:45 and created by Doug Coyne
found coolant leaking from left bank head gasket. removed cylinder head and found bottom right bolt was over torqued and stripped the threads out of the cylinder block. requesting authorization to replace long block.

*** 06/22/2017 11:36:39 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/22/2017 11:43:40 and created by Jerry Gossling ***
1: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

2: Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** 06/22/2017 12:42:55 ***
Web - Note created on 06/22/2017 12:42:55 and created by Doug Coyne

opened pwa

*** 06/22/2017 12:43:22 ***
Case Closed with Resolution Code: Faulty Component

*** Service Alert Escalated to CA as: 12388878 on 06/23/2017 01:06:04 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 44,078

Prod Date: 09/09/2013 **Warranty Start Date:** 12/16/2013

Dealer/Contact Data:

Dealer: NJ061 Manahawkin Kia

Phone: 6095971161 **FAX:** 6095972624

Contact: Doug Coyne **Contact Title:** Service Manager **Service District:** EA06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head gasket - Case For Warranty

Symptom: Coolant Leak **OTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA authorized

Case History

*** 06/22/2017 12:14:04 ***
Contact = Doug Coyne, Priority = Standard, Sub Status = Dispatched

*** 06/22/2017 12:14:04 ***
Web - Problem Description created on 06/22/2017 12:07:57 and created by Doug Coyne
cust states coolant leak and vehilce over heated

*** 06/22/2017 12:14:04 ***
Web - Diagnostics created on 06/22/2017 12:07:57 and created by Doug Coyne
found coolant leak coming from left bank head gasket. removed head and found bottom right head bolt over torqued and stripped threads out of cylinder block. requesting authorization for long block replacement.

*** 06/22/2017 12:14:06 ***
IMG_4445[1].JPG added by Doug Coyne on 06/22/2017 12:14:04

*** 06/22/2017 12:19:56 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/22/2017 12:22:29 and created by Brian Lall ***
1: I reviewed the repair assistance case and the information in this case as well as the PWA form you attached.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
Replace the engine with a long block, if available; otherwise, please order a short block assembly
If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the

reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
- If this is a turbocharged engine make sure to replace the turbo.

*** 06/22/2017 12:24:10 ***
PWA has been authorized by Brian Lall

*** 06/22/2017 12:24:10 ***
Closed with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 94,270

Prod Date: 02/28/2013 **Warranty Start Date:** 03/31/2013

Dealer/Contact Data:

Dealer: NV008 Jim Marsh Kia

Phone: 7029461000 **FAX:** 7029466930

Contact: Aaron Selby **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/27/2017 15:58:49 ***
Contact = Aaron Selby, Priority = Standard, Sub Status = Dispatched

*** 06/27/2017 15:58:49 ***
Web - Problem Description created on 06/27/2017 15:58:49 and created by Aaron Selby
Vehicle overheated due to stuck closed thermostat. Caused damage to block. Head bolts are stripped out.

*** 06/27/2017 15:58:49 ***
Web - Diagnostics created on 06/27/2017 15:58:49 and created by Aaron Selby
Failed block test. Hydro carbons in cooling system.

*** 06/27/2017 16:53:27 ***
Web - Note created on 06/27/2017 16:53:27 and created by Aaron Selby
CORE FORM ATTACHED

*** 06/27/2017 16:53:28 ***
IMG_1185.JPG added by Aaron Selby on 06/27/2017 16:53:27

*** 06/28/2017 05:00:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin My Open Cases

*** Web - Advice created on 06/28/2017 05:02:38 and created by David Brisky ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

2: • Replace the engine with a long block, if available; otherwise, please order a short block assembly
• If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
• If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve

clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 06/28/2017 05:02:54 ***
PWA has been authorized by David Brisky

*** 06/28/2017 05:02:54 ***
Closed with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 59,682

Prod Date: 03/14/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: IL014 Auffenberg Kia

Phone: 6186242277 **FAX:** 6186287320

Contact: Robert Reed **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/26/2017 06:36:53 ***
Contact = Robert Reed, Priority = Standard, Sub Status = Dispatched

*** 07/26/2017 06:36:53 ***
Web - Problem Description created on 07/26/2017 06:36:53 and created by Robert Reed
ENGINE HAS BEEN HOT,HEADS CHECKED OUT OK AT MACHINE SHOP,HEAD BOLT THREADS IN BLOCK PULLED ON A FEW BOLT DURING INITIAL 30 FT LB TORQUE.OPEN CASE NUMBER 12425438 AND WAS TOLD TO OPEN A PWA CASE FOR SHORT BLOCK REPLACEMENT.

*** 07/26/2017 06:36:54 ***
Web - Diagnostics created on 07/26/2017 06:36:54 and created by Robert Reed
TSBS,SERVICE MANUAL

*** 07/26/2017 06:52:21 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin My Open Cases

*** Web - Advice created on 07/26/2017 06:53:47 and created by David Brisky ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 07/26/2017 07:44:43 ***
Web - Note created on 07/26/2017 07:44:43 and created by Robert Reed
ADDED FORM

*** 07/26/2017 07:44:47 ***
20170726_093841.jpg added by Robert Reed on 07/26/2017 07:44:43

*** Web - Advice created on 07/26/2017 07:53:52 and created by David Brisky ***

1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

*** 07/26/2017 07:54:02 ***
PWA has been authorized by David Brisky

*** 07/26/2017 07:54:02 ***
Case closed by Robert Reed with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 56,364

Prod Date: 09/05/2013 **Warranty Start Date:** 10/26/2013

Dealer/Contact Data:

Dealer: NV011 Henderson Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: CODY TINNELL **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: STARTED PWA

Case History

*** 07/27/2017 16:16:46 ***
Contact = CODY TINNELL, Priority = Standard, Sub Status = Dispatched

*** 07/27/2017 16:16:46 ***
Web - Problem Description created on 07/27/2017 16:16:46 and created by CODY TINNELL
customer stated vehicle is overheating.

*** 07/27/2017 16:16:46 ***
Web - Diagnostics created on 07/27/2017 16:16:46 and created by CODY TINNELL
duplicated concern. inspected vehicle and found cooling system low, lifted vehicle and found external coolant leak from bank 2 head gasket. lots of built up coolant. pressure tested
system to 19 psi, found head gasket area starting to get wet.

*** 07/27/2017 16:19:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/27/2017 16:20:58 and created by Frank Lusic ***
1: Hello Cody
Based on this information the cylinder head or heads will need to be removed for inspection (on the bank that is leaking), But there is one thing that I would like you to check when you are disassembling the motor, There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser then the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 07/31/2017 07:39:56 ***
Web - Note created on 07/31/2017 07:39:56 and created by CODY TINNELL
okay.
I started to remove bank 2 cylinder head. I attempted to check the torque of the cylinder head bolts. found 3 cylinder head bolts loose and will not tighten up properly.

*** Web - Advice created on 07/31/2017 08:00:27 and created by Frank Lusic ***
1: Thank you for that information
Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** 07/31/2017 08:22:21 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: STARTED PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 56,364

Prod Date: 09/05/2013 **Warranty Start Date:** 10/26/2013

Dealer/Contact Data:

Dealer: NV011 Henderson Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: CODY TINNELL **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA authorized

Case History

*** 07/31/2017 08:25:46 ***
Contact = CODY TINNELL, Priority = Standard, Sub Status = Dispatched

*** 07/31/2017 08:25:46 ***
Web - Problem Description created on 07/31/2017 08:25:46 and created by CODY TINNELL
customer stated engine over heating. coolant leaking.

*** 07/31/2017 08:25:46 ***
Web - Diagnostics created on 07/31/2017 08:25:46 and created by CODY TINNELL
found coolant leaking from bank 2 head gasket. started removal of bank 2 head and found cylinder head bolt threads stripping and not able to tighten.

*** 07/31/2017 08:27:24 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 07/31/2017 08:31:23 ***
IMG_0911.JPG added by CODY TINNELL on 07/31/2017 08:31:23

*** 07/31/2017 08:31:37 ***
Web - Note created on 07/31/2017 08:31:36 and created by CODY TINNELL
pwa added.

*** Web - Advice created on 07/31/2017 08:29:30 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine after getting authorization. Make sure to check the complete cooling system including the fans after the repair or the new engine can become damaged.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N.
Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must

inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 07/31/2017 08:40:41 ***
Web - Note created on 07/31/2017 08:40:41 and created by CODY TINNELL
this is a pwa tech case. I already added a pwa form.

*** Phone - Advice created on 07/31/2017 09:35:52 and created by Brian Lall ***
1: Cody called and let me know this was a PWA case. I apologized for my mistake. I reviewed the PWA form and advised I am going to process the case.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
- If this is a turbocharged engine make sure to replace the turbo.

*** 07/31/2017 09:38:04 ***
PWA has been authorized by Brian Lall

*** 07/31/2017 09:38:05 ***
Case closed by CODY TINNELL with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

*** 08/01/2017 06:24:28 ***
Reopened with Sub Status of Working

*** 08/01/2017 06:24:34 ***
PWA has been authorized by Brian Lall

*** 08/01/2017 06:24:34 ***
Case closed by CODY TINNELL with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 53,451

Prod Date: 05/15/2013 **Warranty Start Date:** 09/28/2013

Dealer/Contact Data:

Dealer: PA058 Alexander Kia

Phone: 5704940121 **FAX:** 5704941660

Contact: Jeffrey Yost **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:** 1529, P0300, P0306

System: Engine Mechanical

Component: Engine (General)

Resolution: headbolts pulled out

Case History

*** 07/31/2017 13:12:16 ***
Contact = Jeffrey Yost, Priority = Standard, Sub Status = Dispatched

*** 07/31/2017 13:12:16 ***
Web - Problem Description created on 07/31/2017 13:03:12 and created by Jeffrey Yost
cust. states,, driving, temp. gauge went to hot and stayed white smoke out exh.pipe then engine vibration and shut off -------towed in to kia shop

*** 07/31/2017 13:12:16 ***
Web - Diagnostics created on 07/31/2017 13:03:12 and created by Jeffrey Yost
coolant all over engine , trans ,underhood. radi. empty .oil smells burnt ,found coolant pip. e broken out and emptied all coolant .replaced pipe and got engine started,but #6 cyl.dead and pushing compression out radi.possible cyl. headgasket blown,,,,,drained oil some coolant it added new oil didn't hear any knocking noise,,would like to tear down and check heads

*** 07/31/2017 13:16:33 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/31/2017 13:18:48 and created by Frank Lusic ***
1: Hello Jeffrey
1, Please remove both cylinder heads and check for loose head bolts, if you find any, try to re torque them to see if the threads pull out of the block, If there are any then stop and let me know, if okay then
2, remove both heads and check the block and heads for wargage and cracks, check all cylinder walls for damage and discoloration
3, Check pistons for damage, Please document all findings with photos

*** Service Alert Escalated to CA as: 12433666 on 08/01/2017 01:06:07 (PST)

*** Phone - Advice created on 08/02/2017 11:01:36 and created by Frank Lusic ***

1: Jeff called in and said that the threads are pulled out of the block, I asked him to check the heads to see if they are warped by checking them with a straight edge and report his findings

*** 08/10/2017 10:05:54 ***
Web - Note created on 08/10/2017 10:05:54 and created by Jeffrey Yost
Heads look good and are flat head gasket bad on bank2 same as headboltspulled out .short block replacement

*** Web - Advice created on 08/10/2017 11:30:28 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey
,

*** 08/11/2017 12:45:21 ***
857634 PWA.pdf added by Jeffrey Yost on 08/11/2017 12:45:20

*** Web - Advice created on 08/11/2017 13:10:53 and created by Frank Lusic ***
1: Please close this case and open a PWA case and attach the form to that case

*** 08/14/2017 06:20:44 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: headbolts pulled out

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 43,727

Prod Date: 03/18/2014 **Warranty Start Date:** 04/24/2014

Dealer/Contact Data:

Dealer: NC031 Chris Leith Kia

Phone: 9195542900 **FAX:** 9195562744

Contact: Kent Young **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Gasket, Case for warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 08/01/2017 07:55:30 ***
Contact = Kent Young, Priority = Standard, Sub Status = Dispatched

*** 08/01/2017 07:55:30 ***
Web - Problem Description created on 08/01/2017 07:08:59 and created by Kent Young
cust. complaint of coolant loose and leaking head gasket.

*** 08/01/2017 07:55:31 ***
Web - Diagnostics created on 08/01/2017 07:08:59 and created by Kent Young
pressure test coolant system and found left cylinder head gasket leaking into cylinder. when removing head to replace gasket. two head bolts were not tight when removing. one head bolt came out with the treads from block. what is my next course of action.

*** 08/01/2017 07:55:33 ***
treads 2.jpg added by Kent Young on 08/01/2017 07:55:31

*** 08/01/2017 07:55:36 ***
treads 3.jpg added by Kent Young on 08/01/2017 07:55:33

*** 08/01/2017 07:55:38 ***
treads1.jpg added by Kent Young on 08/01/2017 07:55:36

*** 08/01/2017 07:56:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/01/2017 07:59:03 and created by Frank Lusic ***
1: Hello Kent
Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated

11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 08/01/2017 12:42:46 ***
Web - Note created on 08/01/2017 12:42:46 and created by Kent Young
pwa form for block treads came out with head bolt.

*** 08/01/2017 12:42:47 ***
kents block treads.pdf added by Kent Young on 08/01/2017 12:42:46

*** Web - Advice created on 08/01/2017 12:52:54 and created by Frank Lusic ***
1:
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
-

*** 08/01/2017 12:53:01 ***
PWA has been authorized by Frank Lusic

*** 08/01/2017 12:53:01 ***
Case closed by Kent Young with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 47,146

Prod Date: 04/08/2013 **Warranty Start Date:** 06/17/2013

Dealer/Contact Data:

Dealer: CA081 Haddad Kia

Phone: 6613980264 **FAX:** 6618362126

Contact: Luster Thompson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System:

Component:

Resolution:

Case History

*** 08/01/2017 08:53:44 ***
Contact = Luster Thompson, Priority = Standard, Sub Status = Dispatched

*** 08/01/2017 08:53:44 ***
Web - Problem Description created on 08/01/2017 08:53:44 and created by Luster Thompson
customer states vehicle is still over heating t

*** 08/01/2017 08:53:44 ***
Web - Diagnostics created on 08/01/2017 08:53:44 and created by Luster Thompson
verified customer concern this is this the 3rd visit for this concern first time replaced the thermostat housing due to leaking coolant. customer installed after market thermostat i installed factory thermostat. now customer is back car is overheating cooling fans are operating properly. thermostat is opening up. need advice on this concern im leaning towards clogged or restricted radiator

*** 08/01/2017 09:04:43 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/01/2017 09:06:41 and created by Jerry Gossling ***
1: Note,
Warm up the engine to operating temperature. Next perform a cylinder leak down test per technician basics TB009 and while performing this test have the radiator cap removed so you can see if any coolant pushes back out of the radiator filler neck during the test.
List the results of the test and if any coolant pushed out of the radiator fill neck during the test.

*** 08/01/2017 13:41:12 ***
Web - Note created on 08/01/2017 13:41:12 and created by Luster Thompson
performed leak down test found leak on cylinder 3 at 25% leaking into coolant causing coolant to bubble up all the over cylinder reading were perfect

*** Web - Advice created on 08/01/2017 14:27:58 and created by Jerry Gossling ***

1: Based off of your information the engine has a blown head gasket.
Note, see if one of the head gaskets is leaking externally.

*** 08/01/2017 17:09:07 ***
Web - Note created on 08/01/2017 17:09:07 and created by Luster Thompson
I could not find any external leaks on the head gaskets

*** Service Alert Escalated to CA as: 12435371 on 08/02/2017 01:06:06 (PST)

*** Web - Advice created on 08/02/2017 05:40:28 and created by Jerry Gossling ***
1: Luster,
Check to see if any of the head bolts are loose on either cylinder head.
If you find a loose head bolt see if you can re torque the head bolt to specification.
Let me know what you find.

*** 08/02/2017 15:15:57 ***
Web - Note created on 08/02/2017 15:15:56 and created by Luster Thompson
I inspected the bolts some bolt were looser then others but. in order for me to get proper tighten spec wouldn't have to release all bolts on the head and retighten them with the proper sequence and tighten specs. angle and foot pounds

*** Web - Advice created on 08/03/2017 05:35:12 and created by Jerry Gossling ***
1: I am looking to see if one of the head bolts is stripped out.

*** 08/04/2017 09:22:38 ***
Web - Note created on 08/04/2017 09:22:38 and created by
like the threading on the block stretched and stripped out. I tightened loose bolts down two bolt would not get tight

*** Web - Advice created on 08/04/2017 09:50:23 and created by Jerry Gossling ***
1: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** Case has been auto closed by the system on 09/04/2017 01:04:17 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 64,919

Prod Date: 09/09/2013 **Warranty Start Date:** 03/18/2014

Dealer/Contact Data:

Dealer: CA081 Haddad Kia

Phone: 6613980264 **FAX:** 6618362126

Contact: Luster Thompson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Stripped block case for warranty authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 08/09/2017 11:08:23 ***
Contact = Luster Thompson, Priority = Standard, Sub Status = Dispatched

*** 08/09/2017 11:08:23 ***
Web - Problem Description created on 08/09/2017 11:08:23 and created by Luster Thompson
customer states engine is overheating

*** 08/09/2017 11:08:23 ***
Web - Diagnostics created on 08/09/2017 11:08:23 and created by Luster Thompson
verified customer concern pressurized coolant system found left front head gasket leaking coolant externally. found rear head bolt loose and cannot be tightened up stripped im rec replacing long/short block

*** 08/09/2017 11:20:13 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/09/2017 11:22:24 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 08/09/2017 12:08:05 ***

RO 74941 PWA FORM.pdf added by Kenny Bradshaw on 08/09/2017 12:08:05

*** Web - Advice created on 08/09/2017 13:59:06 and created by Frank Lusic ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
-

*** 08/09/2017 14:00:11 ***
PWA has been authorized by Frank Lusic

*** 08/09/2017 14:00:11 ***
Case closed by Luster Thompson with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** 08/11/2017 16:29:01 ***
Reopened with Sub Status of Working

*** 08/11/2017 16:29:22 ***
PWA has been authorized by Frank Lusic

*** 08/11/2017 16:29:22 ***
Case closed by Luster Thompson with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 53,451

Prod Date: 05/15/2013 **Warranty Start Date:** 09/28/2013

Dealer/Contact Data:

Dealer: PA058 Alexander Kia

Phone: 5704940121 **FAX:** 5704941660

Contact: Jeffrey Yost **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized

Case History

*** 08/14/2017 06:27:16 ***
Contact = Jeffrey Yost, Priority = Standard, Sub Status = Dispatched

*** 08/14/2017 06:27:16 ***
Web - Problem Description created on 08/14/2017 06:27:16 and created by Jeffrey Yost
loosing coolant,overheated,smoking from pipe

*** 08/14/2017 06:27:16 ***
Web - Diagnostics created on 08/14/2017 06:27:16 and created by Jeffrey Yost
pull head ,headbolts pulled threads out of block

*** 08/14/2017 06:27:17 ***
857634 PWA.pdf added by Jeffrey Yost on 08/14/2017 06:27:16

*** 08/14/2017 07:04:56 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/14/2017 07:08:43 and created by Greg Phillips ***
1: Jeff, the RO number on your core data sheet does not match the RO number on your case. This will get your claim rejected. Why are they different, did the original get closed and new one opened? Which one is correct?

*** 08/14/2017 10:14:08 ***
Web - Note created on 08/14/2017 10:14:08 and created by Jeffrey Yost
I don't know where that ro number came from ,it must have jumped 0ver from mileage ,53541 and note ro is 857451 but correct ro is 857634 how can i change it on this claim.

*** 08/14/2017 10:21:33 ***
Web - Note created on 08/14/2017 10:21:33 and created by Jeffrey Yost
sorry. I said it jumped from miles and I typed in wrong should be 53451 and wrong ro is 857451 correct is 857634 ro,,,,sorry

*** Web - Advice created on 08/14/2017 11:01:07 and created by Greg Phillips ***
1: Corrected RO number.

Your completed and signed WRTY143 core data form has been reviewed. Based on the information you have provided, you are authorized to replace the engine. Note:

- Replace engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect thoroughly to determine if head replacement is required

- If a cylinder head is required, re-use any parts that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason on your hard copy and replace the component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the manifold with a NEW one.

Make sure the ladder frame bolts are installed in the replacement eng

*** 08/14/2017 11:01:55 ***
PWA has been authorized by Greg Phillips

*** 08/14/2017 11:01:55 ***
Case closed by Jeffrey Yost with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 52,099

Prod Date: 05/30/2013 **Warranty Start Date:** 07/20/2013

Dealer/Contact Data:

Dealer: NV011 Henderson Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: CODY TINNELL **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: REPLACEING ENGINE

Case History

*** 08/21/2017 07:31:11 ***
Contact = CODY TINNELL, Priority = Standard, Sub Status = Dispatched

*** 08/21/2017 07:31:11 ***
Web - Problem Description created on 08/21/2017 07:31:11 and created by CODY TINNELL
customer stated vehicle has overheated twice.

*** 08/21/2017 07:31:11 ***
Web - Diagnostics created on 08/21/2017 07:31:11 and created by CODY TINNELL
inspected vehicle, found coolant low. topped off coolant and performed cooling system pressure test. found coolant and oil leak coming from bank 1 cylinder head. will attach pics.

*** 08/21/2017 07:45:38 ***
20170821_074046.mp4 added by CODY TINNELL on 08/21/2017 07:45:04

*** 08/21/2017 07:46:53 ***
20170821_073409.mp4 added by CODY TINNELL on 08/21/2017 07:45:38

*** 08/21/2017 07:47:53 ***
Web - Note created on 08/21/2017 07:47:53 and created by CODY TINNELL
VIDEO ADDED

*** 08/21/2017 08:02:54 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/21/2017 08:19:22 and created by Brian Lall ***
1: Thanks for the videos. Did you find any source that could cause overheating other than the leak such as a sticking thermostat or the cooling fan not working?
2: Please get authorization from your DPSM to remove the intake, bank 1 valve cover, and cams then check the head bolts around the area where the leak is and note if any of them are loose or stripped. Let me know what you find. Thanks.

*** 08/21/2017 15:16:27 ***
Web - Note created on 08/21/2017 15:16:26 and created by CODY TINNELL
I could not find any other source of over heating, I added coolant and the vehicle did not overheat. fans and t stat are working. only overheats when low on coolant.

I removed the rear valve cover and attempted to tighten the head bolts, they will not torque down properly, just keep turning inside block.

*** Web - Advice created on 08/22/2017 06:01:38 and created by Brian Lall ***
1: Thanks for checking. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 08/22/2017 10:38:19 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: REPLACEING ENGINE

*** 09/01/2017 09:10:34 ***
Reopened with Sub Status of Working

*** 09/01/2017 09:10:43 ***
Case closed by Brian Lall with Resolution Code : Damaged Component
[Resolution Summary]
REPLACEING ENGINE

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 52,099

Prod Date: 05/30/2013 **Warranty Start Date:** 07/20/2013

Dealer/Contact Data:

Dealer: NV011 Henderson Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: CODY TINNELL **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 08/22/2017 08:10:01 ***
Contact = CODY TINNELL, Priority = Standard, Sub Status = Dispatched

*** 08/22/2017 08:10:01 ***
Web - Problem Description created on 08/22/2017 08:10:01 and created by CODY TINNELL
customer stated overheating.

*** 08/22/2017 08:10:01 ***
Web - Diagnostics created on 08/22/2017 08:10:01 and created by CODY TINNELL
found engine overheating sue to low coolant. found coolant leaking from bank 1 head. found bank 1 cylinder head bolts stripped. was advised to start pwa for engine replacement.

*** 08/22/2017 08:10:01 ***
IMG_1317.JPG added by CODY TINNELL on 08/22/2017 08:10:01

*** 08/22/2017 08:28:56 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/22/2017 08:33:15 and created by Steven Okimura ***
1: Please take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case. Thank you

*** 08/22/2017 09:11:07 ***
IMG_1318.JPG added by CODY TINNELL on 08/22/2017 09:11:07

*** 08/22/2017 09:11:08 ***
IMG_1319.JPG added by CODY TINNELL on 08/22/2017 09:11:07

*** 08/22/2017 09:15:17 ***
Web - Note created on 08/22/2017 09:15:17 and created by CODY TINNELL

PICS ADDED

*** Web - Advice created on 08/22/2017 09:42:04 and created by Steven Okimura ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 08/22/2017 09:42:18 ***
PWA has been authorized by Steven Okimura

*** 08/22/2017 09:42:18 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 91,133

Prod Date: 09/06/2013 **Warranty Start Date:** 10/19/2013

Dealer/Contact Data:

Dealer: MI030 Kia of Jackson

Phone: 5177644500 **FAX:** 5177646631

Contact: Albert Smith **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA denied. Have not

Case History

*** 08/22/2017 13:49:38 ***
Contact = Albert Smith, Priority = Standard, Sub Status = Dispatched

*** 08/22/2017 13:49:38 ***
Web - Problem Description created on 08/22/2017 13:49:38 and created by Albert Smith
customer says they could hear the over flow boiling over

*** 08/22/2017 13:49:38 ***
Web - Diagnostics created on 08/22/2017 13:49:38 and created by Albert Smith
did a block test on the vehicle and it tested positive for a head gasket leak. did a leak down test and when preassure is applied to the numbe one cylinder air wont come out of radiator but it will start pushing coolant out slowly from the radiator.

*** 08/22/2017 14:24:50 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/22/2017 14:24:58 and created by Greg Phillips ***
1: Albert, have you pulled the heads and check for head and block warpage yet? Or cracks in the cylinder liners?

*** 08/23/2017 04:49:16 ***
Web - Note created on 08/23/2017 04:49:16 and created by Albert Smith
i have not removed the heads yet on the vehicle. do you want me to remove both heads?

*** Web - Advice created on 08/23/2017 05:37:04 and created by Steven Okimura ***
1: Tech called in for an update, advised to remove and measure the block and both cylinder heads, if out of specs the component will need to be replaced.

*** Web - Advice created on 08/23/2017 06:12:37 and created by Greg Phillips ***
1: Please keep me posted Albert. You could also look for cracks in the cylinder walls using the bore scope. If you can see that with the borescope and get a clear picture, we'll know that it needs the block without needing to remove the heads.

*** Web - Advice created on 08/24/2017 09:55:49 and created by Greg Phillips ***
1: Spoke with Albert. The threads are stripped out of the block on cylinder 1 head bolts. Advised it will need an engine. Long block is recommended if available. Machining heads is not recommended. Albert, please attach the completed and signed core data sheet. I'll need that before I can authorize the repair.

*** Web - Advice created on 09/11/2017 10:22:14 and created by Greg Phillips ***
1: Albert, I have not received the completed and signed core data sheet. I cannot authorize this until I have reviewed that. If I don't have that soon, I will need to deny and close this case.

*** Web - Advice created on 09/25/2017 15:08:15 and created by Greg Phillips ***
1: PWA denied. Have not received required documentation. No response from Tech.

*** 09/25/2017 15:08:33 ***
PWA has been denied by Greg Phillips

*** 09/25/2017 15:08:33 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
PWA denied. Have not received required documentation. No response from Tech.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,144

Prod Date: 09/09/2013 **Warranty Start Date:** 10/28/2013

Dealer/Contact Data:

Dealer: MA042 Lev Kia of Framingham

Phone: 5088795555 **FAX:** 5088728143

Contact: Michael Orser **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 08/30/2017 09:26:32 ***
Contact = Michael Orser, Priority = Standard, Sub Status = Dispatched

*** 08/30/2017 09:26:32 ***
Web - Problem Description created on 08/30/2017 09:26:32 and created by Michael Orser
Leaking coolant

*** 08/30/2017 09:26:32 ***
Web - Diagnostics created on 08/30/2017 09:26:32 and created by Michael Orser
Pressure tested system found the coolant manifold leaking that goes on the back of each head .repaired that leak to find another leak between the bank 2 head and block.removed the bank 2 head to inspect and none of the head bolts were tight.i literally took them out with my fingers.the advisor spoke with the customer and they said they drove it until it lost power ,let it cool and drove it again over and over until finally towing it to home.then drove the car to us the next day.anyway the head and the block at least the left side is straight amazingly enough but my concern is what the motor went through I'm not sure how to address this what are your thoughts thanks Mike

*** 08/30/2017 09:42:03 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/30/2017 09:43:28 and created by Brian Lall ***
1: Michael, since all the head bolts were loose, I think it is very likely the threads in the block were damaged. Please inspect all the threads and head bolts for signs of damage and note if the head bolts will tighten at all or if they just continue to turn without ever getting tight. Let me know what you find. Thanks.

*** 08/30/2017 10:04:23 ***
Web - Note created on 08/30/2017 10:04:23 and created by Michael Orser
All of them tightened the 30.4 lb.ft.but 3 of the 8 just spun while trying to stretch the 118-122°.

*** Web - Advice created on 08/30/2017 10:59:19 and created by Brian Lall ***
1: Thanks for checking. Based on the information you provided, my recommendation is to replace the engine following normal

service procedures. Please note:
Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

2: You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. Thanks.

*** 09/22/2017 12:27:06 ***
Web - Note created on 09/22/2017 12:27:06 and created by Michael Orser
Just to update.we received the short block both heads were warped. One is here the other is on bo.4-6 weeks I was told last.a long block was not available.

*** Web - Advice created on 09/22/2017 13:49:12 and created by Brian Lall ***
1: Thanks for the update. Please work with the parts hotline and your DPSM to get the parts needed possibly placing them on an Upper order. Thanks.

*** Case has been auto closed by the system on 10/23/2017 01:03:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 68,292

Prod Date: 04/19/2013 **Warranty Start Date:** 05/06/2013

Dealer/Contact Data:

Dealer: CT024 Gary Rome Kia of Enfield

Phone: 8602534753 **FAX:** 8602535096

Contact: dennis reynolds **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine Mechanical # Damage

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine replacement

Case History

*** 09/05/2017 07:46:12 ***
Contact = dennis reynolds, Priority = Standard, Sub Status = Dispatched

*** 09/05/2017 07:46:12 ***
Web - Problem Description created on 09/05/2017 07:46:12 and created by dennis reynolds
when removing heads found 4 headbolts between the 2 heads to be extremely loose and the rest extremely tight the 4 loose bolts have the threads from the block coming out with the bolts can they be heli coiled or does block need to be replaced

*** 09/05/2017 07:46:12 ***
Web - Diagnostics created on 09/05/2017 07:46:12 and created by dennis reynolds
removed head found issue

*** 09/05/2017 08:09:00 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/05/2017 08:09:18 and created by Brian Lall ***
1: It is NOT recommended to repair the threads in the block. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace

the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 09/05/2017 08:12:23 ***
Web - Note created on 09/05/2017 08:12:23 and created by dennis reynolds
UPDATE

*** 09/05/2017 09:02:33 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: engine replacement

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 58,746

Prod Date: 03/08/2013 **Warranty Start Date:** 03/30/2013

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia Huntington Beach

Phone: 7142746176 **FAX:** 7148474411

Contact: carlos salmeron **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 09/07/2017 08:45:55 ***
Contact = carlos salmeron, Priority = Standard, Sub Status = Dispatched

*** 09/07/2017 08:45:55 ***
Web - Problem Description created on 09/07/2017 08:39:33 and created by carlos salmeron
customer states vehicle is overheating.

*** 09/07/2017 08:45:55 ***
Web - Diagnostics created on 09/07/2017 08:39:33 and created by carlos salmeron
verified customer concern found vehicle to be overheating. check for external leaks and found none. verified operation of the cooling fans and verified that the thermostat is opening. noticed that the upper radiator hose gets swollen. when trying to bleed cooling system coolant rises and can see air bubbles. perform block test and test liquid went from blue to yellow indication of exhaust gasses in the cooling system. any advise? i will be attaching of the block test results in to this case.

*** 09/07/2017 08:50:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/07/2017 08:56:44 and created by John Brookes ***
1: Carlo thanks for the pictures, pleas contact the DPSM fro authorization to remove cylinder head /s for further inspections, thanks

*** Case has been auto closed by the system on 10/08/2017 01:05:03 (PST)
*** 10/26/2017 08:05:42 ***
Case Number: XXXXXXXX Reopen Requested by carlos salmeron.
Reason: [update tech line case after removing cylinder head for inspection]

*** 10/26/2017 17:12:43 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/26/2017 17:12:52 and created by John Brookes ***
1: Case reopened at your request for you to update cylinder head information .

*** 10/27/2017 08:32:36 ***
Web - Note created on 10/27/2017 08:32:36 and created by carlos salmeron
during the tear down of the cylinder head found traces of coolant coming from head on the right side of the engine block. when loosening cylinder head bolts found 1 of the head bolts very loose and was rotating freely inside the block. after removing that bolt noticed the threads had been pulled out of the block. snap a picture of the bolt and will attach it to this case.

*** 10/27/2017 08:32:38 ***
20171020_151124.jpg added by carlos salmeron on 10/27/2017 08:32:36

*** 10/27/2017 08:32:41 ***
20171026_075626.jpg added by carlos salmeron on 10/27/2017 08:32:38

*** Web - Advice created on 10/27/2017 08:34:58 and created by John Brookes ***
1: Carlos, thanks for the update could you also attach picture of stripped bolt hole in the block, it would be appreciated,

*** 10/27/2017 09:01:11 ***
Web - Note created on 10/27/2017 09:01:11 and created by carlos salmeron
its a little hard to see I used a bore scope for this picture

*** 10/27/2017 09:01:11 ***
000111-1.JPG added by carlos salmeron on 10/27/2017 09:01:11

*** Web - Advice created on 10/27/2017 09:30:38 and created by John Brookes ***
1: Open Tech Line case to replace the engine attach to the PWA Case WRTY 143 Engine Core Data form signed by the technician signed and dated by the service manager .

*** Case has been auto closed by the system on 11/27/2017 01:04:14 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 73,091

Prod Date: 02/11/2013 **Warranty Start Date:** 05/25/2013

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly Kia

Phone: 7032632500 **FAX:** 7032664399

Contact: Patrick Faulkner **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:** P0306

System: Engine Mechanical

Component: Cylinder Block

Resolution: Open PWA needs engine

Case History

*** 09/07/2017 10:03:53 ***
Contact = Patrick Faulkner, Priority = Standard, Sub Status = Dispatched

*** 09/07/2017 10:03:53 ***
Web - Problem Description created on 09/07/2017 10:03:53 and created by Patrick Faulkner
C/S temperature gauge rose to h and then engine light came on. turned off vehicle and towed in
p0306-cylinder 6 misfire

*** 09/07/2017 10:03:53 ***
Web - Diagnostics created on 09/07/2017 10:03:53 and created by Patrick Faulkner
found the coolant manifold to be leaking and replaced under extended warranty. also noticed when on test drive there is a chattering from under hood and the temp gauge was rising to hot and when pulled vehicle back in the over flow was bubbling.

*** 09/07/2017 10:04:38 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 09/07/2017 10:09:09 and created by Eric Patterson ***
1: Looks like we should perform a block check and see if there are any exhaust gases in the cooling system. Please let me know what you find...

*** 09/07/2017 10:31:00 ***
Web - Note created on 09/07/2017 10:31:00 and created by Patrick Faulkner
have not done a block check, but removed the spark plugs on cylinder 2-6 and cylinder 6 spark plug looks a little washed and took boroscope and looked down all three cylinders and cylinder 6 is completely clean and cylinders 2 and 4 have deposits(carbon build) them. forgot to tell you that when pulled vehicle back into shop the coolant over flow bottle was full and bubbling

*** Web - Advice created on 09/07/2017 10:42:03 and created by Eric Patterson ***
1: Perform a compression test on the front bank and see what your readings are.
Report the readings...Thanks.

2: If the block is warped then it will need a new engine...
3: Is this vehicle under power train warranty or does it have extended warranty?
Check warranty coverage and let me know.

*** 09/08/2017 11:59:07 ***
Web - Note created on 09/08/2017 11:59:07 and created by Patrick Faulkner
performed a coolant pressure test, its a easier test. after letting sit for 30-40 min pulled spark plug and put borescope and took picture of coolant in cylinder.
also when pulled vehicle into shop after letting sit over night there was a hard misfire

*** 09/08/2017 11:59:07 ***
59AC15A9.jpg added by Patrick Faulkner on 09/08/2017 11:59:07

*** 09/08/2017 11:59:24 ***
Web - Note created on 09/08/2017 11:59:24 and created by Patrick Faulkner
attached picture

*** Web - Advice created on 09/08/2017 12:52:45 and created by Eric Patterson ***
1: Please verify this vehicle is under power train warranty and engine will have to be disassembled and the block checked for warpage and the bearings and for scoring on the cylinder walls. Is this the original owner?
Otherwise the inspections need performed either way. Customer needs to authorize tear down.

*** 09/20/2017 13:49:19 ***
Web - Note created on 09/20/2017 13:49:19 and created by Patrick Faulkner
when loosing the cylinder head bolts by hand using the loosing sequence and 2 of the bolts had no resistance behind them and the treads from the bolt came out with the bolts

*** 09/20/2017 13:49:24 ***
IMG_1808.JPG added by Patrick Faulkner on 09/20/2017 13:49:20

*** Web - Advice created on 09/20/2017 15:25:36 and created by Eric Patterson ***
1: Please verify warranty coverage original owner, and the please close this case and open a PWA case for engine replacement.
2: Please include a WRTY 143 Core form to the case for review.

*** 09/25/2017 07:39:26 ***
Web - Note created on 09/25/2017 07:39:26 and created by Patrick Faulkner
started pwa and ordered parts some parts on back order

*** Web - Advice created on 09/25/2017 07:51:26 and created by Eric Patterson ***
1: Thank you for the update, it looks like the PWA is already authorized. Please close this case and thank you...

*** Web - Advice created on 09/29/2017 08:45:31 and created by Eric Patterson ***
1: Please close the case when you are finished with the vehicle and it is repaired at your earliest convenience, Thanks. Or let me know if you have any further questions or issues.

*** Case has been auto closed by the system on 10/30/2017 01:03:47 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,109

Prod Date: 05/09/2013 **Warranty Start Date:** 04/09/2014

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: DARETH CHAU **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine Mechanical #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced engine

Case History

*** 09/09/2017 15:18:34 ***
Contact = DARETH CHAU, Priority = Standard, Sub Status = Dispatched

*** 09/09/2017 15:18:34 ***
Web - Problem Description created on 09/09/2017 15:18:34 and created by DARETH CHAU
mil is flashing and oil and coolant is leaking from both bank between cylinder heads , into the combustion and outward

*** 09/09/2017 15:18:34 ***
Web - Diagnostics created on 09/09/2017 15:18:34 and created by DARETH CHAU
i pull out the spark plugs just the front bank and found a lot of oil and coolant in the combustion chambers , please advise

*** 09/11/2017 05:15:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/11/2017 05:17:58 and created by Steven Okimura ***
1: Inspect for signs of recent collision damage, impact from a road hazard to the cooling system/engine, cooling fan operation.
Do you know what caused this condition, recent repair, did they complain of overheating?

*** 09/12/2017 11:28:32 ***
Web - Note created on 09/12/2017 11:28:32 and created by DARETH CHAU
the car has no impact damage ,with the engine is running i can hear the compression through the front bank , i up load picture for your review , please advise

*** 09/12/2017 11:28:34 ***
20170912_111825.jpg added by DARETH CHAU on 09/12/2017 11:28:32

*** Web - Advice created on 09/12/2017 12:50:46 and created by Steven Okimura ***
1: Just to be clear, both heads are leaking externally?

Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was

maintained properly, attach the photos to the case. Thank you

*** 09/13/2017 08:09:45 ***
Web - Note created on 09/13/2017 08:09:45 and created by DARETH CHAU
just the front bank , it lost all coolant and most oil , and the car was overheating and now with the engine is running i can hear the compression leaking from between the cylinder head and the block

*** Web - Advice created on 09/13/2017 09:31:11 and created by Steven Okimura ***
1: Please remove the valve cover and attach a photo of the valve train. Check head bolts to see if the threads are damaged.

*** 09/14/2017 12:26:10 ***
Web - Note created on 09/14/2017 12:26:09 and created by Ruben Gonzalez
the photos that were requested have been submitted for your review and I did go ahead and check to see if any of the head bolts were loose and they all broke free with a 6-8 inch 3/8 ratchet. I removed the bolts and 4 of the 8 bolts have pulled threads. customer did state vehicle had over heated. Service manager is requesting approval for long block. Please advise how to proceed

*** 09/14/2017 12:26:11 ***
valve train.JPG added by Ruben Gonzalez on 09/14/2017 12:26:10

*** 09/14/2017 12:26:13 ***
valve cover.JPG added by Ruben Gonzalez on 09/14/2017 12:26:11

*** Web - Advice created on 09/14/2017 13:38:21 and created by Steven Okimura ***
1: Based on the information provided the engine should be replaced. You are required to open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** 09/14/2017 14:46:45 ***
Web - Note created on 09/14/2017 14:46:45 and created by Ruben Gonzalez
you stated that the engine should be replaced. I looked up the parts availability on the long block and it says that kia discontinued the long block. seeing how this engine was severely over heated should I replace the heads and bottom end or check the heads first to see if they're able to be saved?

*** Service Alert Escalated to CA as: 12482685 on 09/15/2017 01:04:42 (PST)
*** Web - Advice created on 09/15/2017 05:49:54 and created by Steven Okimura ***
1: I would recommend replacing the cylinder heads since it was overheated.

*** 09/15/2017 16:10:08 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 37,102

Prod Date: 01/21/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: RI002 Grieco Kia

Phone: 4013513600 **FAX:** 4015536404

Contact: Scott Godin **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: pwa case

Case History

*** 09/14/2017 08:12:45 ***
Contact = Scott Godin, Priority = Standard, Sub Status = Dispatched

*** 09/14/2017 08:12:45 ***
Web - Problem Description created on 09/14/2017 08:12:45 and created by Scott Godin
OVERHAETING WITH HEAD GASKET ON REAR HEAD LEAKING

*** 09/14/2017 08:12:45 ***
Web - Diagnostics created on 09/14/2017 08:12:45 and created by Scott Godin
FILLED WITH COOLANT AND PRESSURE TEST

*** 09/14/2017 08:31:57 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/14/2017 08:32:09 and created by Brian Lall ***
1: Thanks for letting me know what you found. Just to document the concern with the cooling system pressurized take pictures showing the source of the leak from the head gasket and attach them to the case.
2: Please get authorization from your DPSM to remove the intake and bank 1 valve cover and then check all the head bolts to find out if any are loose indicating the threads in the block are damaged. Let me know what you find. Thanks.

*** 09/20/2017 13:28:10 ***
Web - Note created on 09/20/2017 13:28:10 and created by Scott Godin
All the lower bolt holes in the block have no therds left have all pull out of the block

*** 09/20/2017 13:28:11 ***
IMG_3017.JPG added by Scott Godin on 09/20/2017 13:28:11

*** 09/20/2017 13:28:13 ***
IMG_3016.JPG added by Scott Godin on 09/20/2017 13:28:11

*** 09/20/2017 13:28:14 ***
IMG_3014.JPG added by Scott Godin on 09/20/2017 13:28:13

*** Web - Advice created on 09/20/2017 13:54:43 and created by Brian Lall ***
1: Thanks for the pictures and for letting me know what you found. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 09/20/2017 14:03:20 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: pwa case

*** Service Alert Escalated to CA as: 12490516 on 09/21/2017 01:06:04 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 37,102

Prod Date: 01/21/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: RI002 Grieco Kia

Phone: 4013513600 **FAX:** 4015536404

Contact: Scott Godin **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head gasket - Case for Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA authorized

Case History

*** 09/20/2017 14:08:24 ***
Contact = Scott Godin, Priority = Standard, Sub Status = Dispatched

*** 09/20/2017 14:08:24 ***
Web - Problem Description created on 09/20/2017 14:08:24 and created by Scott Godin
HEAD GASKET LEAK FROM REAR HEAD WITH HEAD BOLT THREDS STRIPPED

*** 09/20/2017 14:08:24 ***
Web - Diagnostics created on 09/20/2017 14:08:24 and created by Scott Godin
PRESSURE TESTED SYSTEM

*** 09/20/2017 14:12:47 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/20/2017 14:14:08 and created by Brian Lall ***
1: I reviewed the repair assistance case and the pictures attached to it. Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 09/21/2017 12:32:38 ***
pwa delacruz.pdf added by Scott Godin on 09/21/2017 12:32:38

*** 09/22/2017 05:57:36 ***
Web - Note created on 09/22/2017 05:57:36 and created by Scott Godin
pwa core form added

*** Web - Advice created on 09/22/2017 09:33:57 and created by Brian Lall ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- ☐Replace the engine with a long block, if available; otherwise, please order a short block assembly

- ☐If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- ☐If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- ☐Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ☐If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

- ☐Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 09/22/2017 09:34:16 ***
PWA has been authorized by Brian Lall

*** 09/22/2017 09:34:16 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 57,510

Prod Date: 03/16/2013 **Warranty Start Date:** 05/17/2013

Dealer/Contact Data:

Dealer: VA052 Koons Kia

Phone: 7034943333 **FAX:** 7034914102

Contact: Shaun Ziegler **Contact Title:** Dual Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/04/2017 06:21:23 ***
Contact = Shaun Ziegler, Priority = Standard, Sub Status = Dispatched

*** 10/04/2017 06:21:23 ***
Web - Problem Description created on 10/04/2017 06:10:54 and created by Shaun Ziegler
customer states vehicle over heating

*** 10/04/2017 06:21:23 ***
Web - Diagnostics created on 10/04/2017 06:10:54 and created by Shaun Ziegler
found leak at head gasket at cylinder #6 also has misfire at cylinder #6. Head bolts were loose at cylinder #6 threads came out with head bolts. Opened tech line case. pic is already on previous techline case.

*** 10/04/2017 06:38:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/04/2017 06:39:48 and created by Tony Thomas ***
1: The only previous case for this vehicle is a PWA auto closed in April for no response. Has this vehicle been repaired already?

*** 10/04/2017 06:59:21 ***
Web - Note created on 10/04/2017 06:59:21 and created by Melissa Weber
attached engine core data/pwa form

*** 10/04/2017 06:59:21 ***
80103-pwa.pdf added by Melissa Weber on 10/04/2017 06:59:21

*** Web - Advice created on 10/04/2017 07:11:07 and created by Tony Thomas ***
1: The RO is 6 months old. Have the repairs been completed and this is an appeal case?

*** 10/04/2017 07:37:31 ***

Web - Note created on 10/04/2017 07:37:31 and created by Shaun Ziegler
We are awaiting approval to proceed with repairs.

*** Web - Advice created on 10/04/2017 07:47:45 and created by Tony Thomas ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available; otherwise, please order a short block assembly. If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required.
If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (If any cannot be transferred, supporting documentation will be required at the time of warranty claim submission.) Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
The Turbo and oil feed line (if applicable) should be replaced if a lack of maintenance or metal debris is found.
Make sure the ladder frame bolts are installed in the replacement short engine, if applicable.
Warranty cases are closed for approval and you will no longer be able to access this case.

*** 10/04/2017 07:48:08 ***
PWA has been authorized by Tony Thomas

*** 10/04/2017 07:48:08 ***
Case closed by Tony Thomas with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 33,714

Prod Date: 03/23/2013 **Warranty Start Date:** 04/29/2013

Dealer/Contact Data:

Dealer: PA088 Outten Kia

Phone: 6105627577 **FAX:** 6105620585

Contact: William Geiger **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine - Overheats #

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 10/10/2017 11:44:39 ***
Contact = William Geiger, Priority = Standard, Sub Status = Dispatched

*** 10/10/2017 11:44:39 ***
Web - Problem Description created on 10/10/2017 11:43:02 and created by William Geiger
customer said vehicle overheats. 1/2 gallon low on coolent no external leaks. found when putting air in cyl 2 & 4 air pushes out radiator. when pulling left cyl head 4 bolts not tight and block theads pulled out on two bolts. have you seen head bolt threads pulling out? left head not warped. was going to order short block and all gaskets. DPSM wanted a tech case sent to see what should be replaced

*** 10/10/2017 11:44:39 ***
Web - Diagnostics created on 10/10/2017 11:44:39 and created by Siebel eSupport
code check pressure test cyl air pressure test removed left cyl head

*** 10/10/2017 12:02:23 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/10/2017 12:03:25 and created by Brian Lall ***
1: I have seen damaged threads in the block for head bolts when this engine is severely overheated. Did you find the root cause of the overheating?

*** 10/10/2017 12:28:52 ***
Web - Note created on 10/10/2017 12:28:52 and created by William Geiger
did not have any codes for overheating and only leak I could find was at the headgasket

*** Web - Advice created on 10/10/2017 13:27:27 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine. You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. Thanks.
2: Make sure you check all the cooling system components even the fan to make sure the new engine does not overheat. Thanks.

*** Service Alert Escalated to CA as: 12510772 on 10/11/2017 01:06:04 (PST)

*** 10/11/2017 08:05:05 ***
Web - Note created on 10/11/2017 08:05:05 and created by William Geiger
thank you for the advice. I did check the cooling fan before and it was working

*** Research - Advice created on 10/11/2017 09:22:15 and created by Brian Lall ***
1: Thanks for the update.

*** Case has been auto closed by the system on 11/11/2017 01:06:43 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 45,768

Prod Date: 02/23/2013 **Warranty Start Date:** 03/30/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Jimmy Schofield **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: replaced short block assy

Case History

*** 10/13/2017 08:38:12 ***
Contact = Jim Schofield, Priority = Standard, Sub Status = Dispatched

*** 10/13/2017 08:38:12 ***
Web - Problem Description created on 10/13/2017 08:36:50 and created by Jim Schofield
this was in before. another tech was working on it with engine cooling fans not running causing over heating front cover was resealed and cooling system flushed out fan relay was replaced has come back with oil in coolant and flushed again. is back now with low coolant and oil in cooling system.
I believe at min heads are warped but with all the times it has over heated and oil and coolant mixing I believe that a long block is called for

*** 10/13/2017 08:38:12 ***
Web - Diagnostics created on 10/13/2017 08:36:50 and created by Jim Schofield
finding oil in coolant and low coolant level

*** 10/13/2017 09:07:23 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/13/2017 09:09:06 and created by John Brookes ***
1: Jim do you know for sure if the cylinder heads were in fact replaced previously ? thanks Jim.

*** 10/13/2017 09:21:15 ***
Web - Note created on 10/13/2017 09:21:15 and created by Jim Schofield
to my knowledge the heads have NOT been replaced

*** Web - Advice created on 10/13/2017 11:40:37 and created by John Brookes ***
1: .Thanks Jim, remove the heads for inspection and evaluate the block then thanks .

*** Service Alert Escalated to CA as: 12489921 on 10/14/2017 01:04:29 (PST)

*** 10/17/2017 06:13:50 ***
Web - Note created on 10/17/2017 06:13:50 and created by Jim Schofield
block warp .001 head warp .001 within spec. bank 2 head bolts loose not fully torqued
I believe new head gaskets will be the repair

*** Web - Advice created on 10/17/2017 08:59:02 and created by John Brookes ***
1: Jim thanks for the update, the information , and your efforts, please proceed, thanks .

*** 10/23/2017 12:42:35 ***
Web - Note created on 10/23/2017 12:42:35 and created by Jim Schofield
when removing cyl head did not notice that 1 head bolt had pulled threads out of cyl block until I was cleaning head for re assembly and noticed threads stuck to old head bolt pictures are attached

*** 10/23/2017 12:42:36 ***
vin437134 001.JPG added by Jim Schofield on 10/23/2017 12:42:35

*** 10/23/2017 12:42:36 ***
vin437134 002.JPG added by Jim Schofield on 10/23/2017 12:42:36

*** 10/23/2017 12:42:37 ***
vin437134 003.JPG added by Jim Schofield on 10/23/2017 12:42:36

*** Web - Advice created on 10/23/2017 14:32:10 and created by John Brookes ***
1: Jim, based on your information and the pictures you supplied, open a Tech Line PWA case to replace the engine, attach WRTY 143 Engine Core Data form, to the PWA case, signed by the technician, signed and dated by the service manager thanks

*** 11/01/2017 13:42:43 ***
Web - Note created on 11/01/2017 13:42:43 and created by Jim Schofield
short block is on order will update after installation

*** Web - Advice created on 11/01/2017 14:14:52 and created by John Brookes ***
1: Jim, thanks for the up date .

*** 11/16/2017 15:18:12 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: replaced short block assy

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 70,136

Prod Date: 04/03/2014 **Warranty Start Date:** 04/19/2014

Dealer/Contact Data:

Dealer: NY073 Matthews Kia

Phone: 6077296261 **FAX:** 6077295584

Contact: Matthew Kuklish **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine Mechanical # Oil mix in coolant.

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: short block

Case History

*** 10/13/2017 12:27:34 ***
Contact = Matthew Gregory, Priority = Standard, Sub Status = Dispatched

*** 10/13/2017 12:27:34 ***
Web - Problem Description created on 10/13/2017 12:00:01 and created by Matthew Gregory
vehicle came in customer states oil mixing with coolant and causing coolant reservoir to overflow observed after taking radiator cap off was sludged up with mixture of oil and coolant

*** 10/13/2017 12:27:35 ***
Web - Diagnostics created on 10/13/2017 12:10:01 and created by Matthew Gregory
drained partially radiator was contaminated with engine oil drained engine oil was contaminated with coolant performed radiator pressure test to check for leaks pressure gauge dropped very slowly performed cyl leakdown test across all 6 cylinders and all were only 4% leakage removed lower intake plenum saw on right bank dried coolant on inside edge og head possible blown head gasket engine ran fine coming in

*** 10/13/2017 12:43:54 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/13/2017 12:46:00 and created by Jerry Gossling ***
1: Matthew,
Please check to see if this engine has a oil cooler. If you find this engine has a factory oil cooler please remove and pressure test the oil cooler for leaks.
Thank you

*** Service Alert Escalated to CA as: 12514602 on 10/14/2017 01:06:03 (PST)

*** 10/18/2017 09:49:35 ***
Web - Note created on 10/18/2017 09:49:34 and created by Matthew Gregory

it does not have oil cooler due to it being 6 cylinder with cartridge filter

*** Web - Advice created on 10/18/2017 09:58:57 and created by Jerry Gossling ***
1: Matthew,
Please see if any of the head bolts are loose or stripped out.
Thank you

*** Case has been auto closed by the system on 11/18/2017 01:07:10 (PST)
*** 12/01/2017 06:02:49 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/01/2017 06:02:54 and created by Tony Thomas ***
1: Web - Problem Description created in a duplicate case by Matthew Kuklish

3rd time back with oil in coolant and visa versa..refer to previous case.

found a 4% leak on cyl 3. removed engine and tore down to find cause. found 2 head bolts were some what loose. also the block around cyl 3 and a couple other spots are warped. the head is ok though, no warps. found oil through out cooling system as well as coolant in the oil pan and engine.

*** Web - Advice created on 12/01/2017 06:04:39 and created by Tony Thomas ***
1: Matthew. Please use the web portal to reopen previous cases instead of opening a new duplicate case.
If proper maintenance and warranty are validated, attach a copy of the completed and signed core data form to the case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. If neglect is evident, a photo of the full complete valve train is required.

*** 12/05/2017 05:50:48 ***
20171205_054729.jpg added by Matthew Kuklish on 12/05/2017 05:50:46

*** 12/05/2017 05:50:49 ***
20171205_054930.jpg added by Matthew Kuklish on 12/05/2017 05:50:48

*** Web - Advice created on 12/05/2017 06:22:45 and created by Tony Thomas ***
1: This is a repair assistance case. If proper maintenance and warranty are validated, you are required to open a PWA case for warranty approval. Please go to the web portal for new cases, select "new case" and then select "Prior Warranty Authorization". Select the proper component (ENGINE) and complete the required information. Be sure the title is not branded (salvaged) and select “Yes” for warranty validation. Reference this case number in your case notes. Prior to case creation, attach a copy of the completed core data form.

*** 12/05/2017 07:40:59 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 48,805

Prod Date: 03/24/2014 **Warranty Start Date:** 04/10/2014

Dealer/Contact Data:

Dealer: NJ060 Motion Kia

Phone: 9088508200 **FAX:** 9088504596

Contact: Carl Criscuoli **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: Engine - Rough idle/Misfire # P0306 - No Coolant in the

Symptom: Rough Idle **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/18/2017 09:29:39 ***
Contact = Carl Criscuoli, Priority = Standard, Sub Status = Dispatched

*** 10/18/2017 09:29:39 ***
Web - Problem Description created on 10/18/2017 09:29:39 and created by Carl Criscuoli
vehicle came in running very rough kds scan p0306 misfire no coolant in radiator and the reservoir was bubbling performed combustion leakage test and the fluid turned yellow indicating exhaust gasses in the coolant system

please advise

*** 10/18/2017 09:29:39 ***
Web - Diagnostics created on 10/18/2017 09:29:39 and created by Carl Criscuoli
kds scan road tested

*** 10/18/2017 09:35:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/18/2017 09:38:04 and created by Jerry Gossling ***
1: Carl,
Check for any loose or stripped out head bolts.
Thank you

*** 10/19/2017 09:11:31 ***
Web - Note created on 10/19/2017 09:11:31 and created by Carl Criscuoli
Yes some of the head studs are loose especially by cylinder 6

*** Web - Advice created on 10/19/2017 09:12:39 and created by Jerry Gossling ***
1: Carl,
Based off of this information the head bolts are stripped out so the engine will need to be replaced.

Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

2: Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** Case has been auto closed by the system on 11/19/2017 01:05:19 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 64,606

Prod Date: 09/06/2013 **Warranty Start Date:** 10/02/2013

Dealer/Contact Data:

Dealer: CA186 Car Pros Kia

Phone: 3108169800 **FAX:** 3108161391

Contact: Brandon Gallie **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: opened pwa case, authorized

Case History

*** 10/19/2017 09:51:34 ***
Contact = Brandon Gallie, Priority = Standard, Sub Status = Dispatched

*** 10/19/2017 09:51:34 ***
Web - Problem Description created on 10/19/2017 09:51:34 and created by Brandon Gallie
VEHICLE LEAKING COOLANT

*** 10/19/2017 09:51:34 ***
Web - Diagnostics created on 10/19/2017 09:51:34 and created by Brandon Gallie
VERIFIED CONCERN BY PRESSURE TESTING COOLING SYSTEM, FOUND THE LEAK TO BE COMING FROM THE HEAD GASKET ON THE B2 CYLINDER HEAD BY THE #6 EXHAUST PORT, REMOVED CYLINDER HEAD AND FOUND THE THREADS PULED ON THE #6 CYLINDER LOWER HEAD BOLT, SEE PIC, I HAVE USED A STRAIGHT EDGE ON THE B2 HEAD AND GOT .004 AND SPEC IS .002 THIS VEHICLE WILL NEED A SHORT BLOCK AND ONE HEAD OR A LONG BLOCK WICHEVER IS MORE COST EFFECTIVE.

*** 10/19/2017 09:51:36 ***
IMG_3833.JPG added by Brandon Gallie on 10/19/2017 09:51:34

*** 10/19/2017 09:51:37 ***
IMG_3834.JPG added by Brandon Gallie on 10/19/2017 09:51:36

*** 10/19/2017 09:51:39 ***
IMG_3835.JPG added by Brandon Gallie on 10/19/2017 09:51:37

*** 10/19/2017 09:57:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/19/2017 09:59:33 and created by Jerry Gossling ***
1: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

2: Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey.
Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** Web - Advice created on 10/19/2017 09:59:59 and created by Jerry Gossling ***
1: Note,
Please make sure to close this case after receiving authorization to replace the engine.
Thank you

*** 10/19/2017 12:00:51 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: opened pwa case, authorized to replace engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 59,540

Prod Date: 04/03/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: MO003 Lou Fusz Kia

Phone: 3145954900 **FAX:** 3145954902

Contact: Daniel Hull **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Engine replaced

Case History

*** 10/23/2017 12:42:03 ***
Contact = Daniel Hull, Priority = Standard, Sub Status = Dispatched

*** 10/23/2017 12:42:03 ***
Web - Problem Description created on 10/23/2017 12:42:03 and created by Daniel Hull
customer states while driving vehicle from st.louis to springfield mo the temperature gauge began to fluctuate then the vehicle overheated. The customer pulled over let vehicle cool off added a gallon of antifreeze. stated over flow was steaming.

*** 10/23/2017 12:42:04 ***
Web - Diagnostics created on 10/23/2017 12:42:04 and created by Daniel Hull
First verified oil in coolant reservoir. Checked for external coolant leaks non found. Checked radiator fan operating okay. Believe engine block is cracked allowing oil to enter coolant passage way. Can attach pic of reservoir. Can i proceed with ordering long block assembly with photo of reservoir?

*** 10/23/2017 12:52:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/23/2017 12:53:40 and created by Brian Lall ***
1: Please fill the radiator with water and pressurize the cooling system. Remove the spark plugs and inspect all the cylinders with a bore scope and note if there is coolant going into the cylinders.

*** 10/25/2017 05:20:03 ***
Web - Note created on 10/25/2017 05:20:02 and created by Daniel Hull
i removed all plugs and inspected No coolant in cylinders. Will proceed with engine removal for further inspect for crack in block.

*** Web - Advice created on 10/25/2017 08:03:26 and created by Brian Lall ***
1: Before removing the engine, perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** 10/25/2017 08:47:17 ***
Web - Note created on 10/25/2017 08:47:17 and created by Daniel Hull
No evidence on plugs. Applied shop air to cylinder only found cylinder on right hand corner of rear cylinder head to have 20% cylinder leakage. Noise mainly heard from crank case during test. Had to remove camshafts due to borscope mirror falling into cylinder during inspection no longer able to make full revolution. Lots of oil behind water pump and in heater pipes.

*** 10/25/2017 09:39:35 ***
Web - Note created on 10/25/2017 09:39:34 and created by Daniel Hull
Removed cylinder head bolts, bolts were loose. Block is damaged in rf upper head bolt hole threads are broken. Cylinder heads are warped from engine over heating. Will be ordering long block assembly if available.

*** Web - Advice created on 10/25/2017 09:45:34 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder heads, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 11/02/2017 07:00:19 ***
Case Closed with Resolution Code: Improper Torque
Resolution Summary: Engine replaced

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 45,768

Prod Date: 02/23/2013 **Warranty Start Date:** 03/30/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Jimmy Schofield **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/23/2017 15:13:54 ***
Contact = Jim Schofield, Priority = Standard, Sub Status = Dispatched

*** 10/23/2017 15:13:54 ***
Web - Problem Description created on 10/23/2017 15:13:54 and created by Jim Schofield
oil in coolant due to overheating from coolant fans not running
threads pulled out of block on bank 2 upper most rear corner will need short block
tech line case #12513810

*** 10/23/2017 15:13:54 ***
Web - Diagnostics created on 10/23/2017 15:13:54 and created by Jim Schofield
removed cyl heads to inspect for warp
heads .001 warp within spec
found when removing bank 2 head bolt were loose and threads came out of cyl block

*** 10/23/2017 15:13:55 ***
vin437134 001.JPG added by Jim Schofield on 10/23/2017 15:13:54

*** 10/23/2017 15:13:56 ***
vin437134 002.JPG added by Jim Schofield on 10/23/2017 15:13:55

*** 10/23/2017 15:13:56 ***
vin437134 003.JPG added by Jim Schofield on 10/23/2017 15:13:56

*** 10/23/2017 15:13:56 ***
scan0141.pdf added by Jim Schofield on 10/23/2017 15:13:56

*** 10/23/2017 15:16:06 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/23/2017 15:17:52 and created by Michael Goldwasser ***
1: Jim,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- Make sure all of the ladder frame bolts are installed in the replacement short engine.

*** 10/23/2017 15:18:12 ***
PWA has been authorized by Michael Goldwasser

*** 10/23/2017 15:18:12 ***
Case closed by Michael Goldwasser with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 58,746

Prod Date: 03/08/2013 **Warranty Start Date:** 03/30/2013

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia Huntington Beach

Phone: 7142746176 **FAX:** 7148474411

Contact: carlos salmeron **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 10/27/2017 10:16:18 ***
Contact = carlos salmeron, Priority = Standard, Sub Status = Dispatched

*** 10/27/2017 10:16:18 ***
Web - Problem Description created on 10/27/2017 10:16:18 and created by carlos salmeron
customer states vehicle is overheating.

*** 10/27/2017 10:16:19 ***
Web - Diagnostics created on 10/27/2017 10:16:19 and created by carlos salmeron
verified customers concern found the vehicle to overheat. performed block test and found the liquid test turning from blue to yellow indication of exhaust gases present in the cooling system. after opening tech line case#12476203 I was advise to perform teardown of the engine for further diagnosis. during the tear down noticed coolant residue from the right bank of the engine after removing cylinder head bolts found 1 cylinder head bolt to be and loose rotating freely inside the engine block. upon removal of the bolt noticed threads from the engine block had been pulled out. snap a picture of the head bolt and inform tech line about my findings. tech line next advise was to open a pwa case to get an approval to replace the engine.

*** 10/27/2017 10:16:23 ***
20171027_100512.jpg added by carlos salmeron on 10/27/2017 10:16:19

*** 10/27/2017 10:18:03 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/27/2017 10:19:09 and created by Jameson Phillips ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 10/27/2017 10:19:19 ***
PWA has been authorized by Jameson Phillips

*** 10/27/2017 10:19:19 ***
Case closed by Jameson Phillips with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 24,671

Prod Date: 04/24/2013 **Warranty Start Date:** 07/19/2013

Dealer/Contact Data:

Dealer: MD006 Hagerstown Kia

Phone: 3017397283 **FAX:** 3017336720

Contact: MIKE CASE **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: MIL - PCM # - P0302

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: replaced injectors./replaced

Case History

*** 10/30/2017 09:25:03 ***
Contact = MIKE CASE, Priority = Standard, Sub Status = Dispatched

*** 10/30/2017 09:25:04 ***
Web - Problem Description created on 10/30/2017 09:25:03 and created by MIKE CASE
Customer states engine is running rough . I have confirmed engine has a misfire on cylinder 2.

*** 10/30/2017 09:25:04 ***
Web - Diagnostics created on 10/30/2017 09:25:04 and created by MIKE CASE
Vehicle is misfiring on cylinder 2 only under load and will set code for that cylinder and it clears itself. I have moved coil and spark plug . Misfire stays in 2 . I have short term and long term reading that suggest no leaks in intake system or dripping injector. injector times are the same on all injectors nothing unusually.

*** 10/30/2017 09:36:23 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 10/30/2017 09:39:47 and created by Eric Patterson ***
2: Please monitor the injector wave graphs and see if this is your issue. TSB FUE 035. I have seen these injectors resolve several miss fire issues. Please perform a compression check on the front 3 cylinders and make sure compression is the same in all 3. Then pr
3: There is a TSB related to this problem. However the production cut off does not fall into the production range for this VIN. Please replace the 6 injectors with the parts listed below. Please do not use the labor op in the TSB FOR THE REPAIR. PLEASE USE REGULAR WARRANTY LABOR OPS FOR THE REPLACEMENT OF THE INJECTORS
Fuel Injector Assembly's 35310 3C560 X6 injectors.

Let me know what you've found after diagnosis.

*** 11/07/2017 12:23:37 ***
Web - Note created on 11/07/2017 12:23:37 and created by MIKE CASE

All front compression readings are cylinder 2 151 cylinder 4 is 150cylinder 6 150

*** 11/07/2017 13:00:51 ***
Web - Note created on 11/07/2017 13:00:51 and created by MIKE CASE
replaced all six injectors vehicle still misfired for a least 10 min . Its running ok now. will need to drive it again to make sure

*** Web - Advice created on 11/07/2017 13:09:09 and created by Eric Patterson ***
1: Please let the vehicle cool down completely and have the KDS hooked up and monitor the misfire counters upon startup.

*** 11/08/2017 04:56:30 ***
Web - Note created on 11/08/2017 04:56:30 and created by MIKE CASE
I have driven it 50 miles no misfire occurred . Then this morning vehicle misfiring on cylinder two . Once engine get warms up it stopped .

*** Web - Advice created on 11/08/2017 07:37:29 and created by Eric Patterson ***
1: Thank you for the information. Please check the connections at the injector driver box. E70 for loose connector or pin tension for cylinder #2 pins 19,34

Please check connectors CC22-B and EC11. Check the connections well and apply stabilant 22 and check pin tension.
2: we may need to possibly swap the injector driver box with a known good unit.
3: Please also check the connection at the PCM.

*** 11/14/2017 06:11:41 ***
Web - Note created on 11/14/2017 06:11:41 and created by MIKE CASE
I have checked injector drive connection 19 34 cant see any problem added stab 22 . I have installed swap module vehicle hasn't misfired on test drive so far I will drive vehicle a couple more times and report back

*** Web - Advice created on 11/14/2017 08:04:03 and created by Eric Patterson ***
1: Thank you, we will see if It was just a connection issue or if the PCM has problems. Thank you for road testing.

*** 11/15/2017 03:44:07 ***
Web - Note created on 11/15/2017 03:44:06 and created by MIKE CASE
Ok after checking connection and replacement of the I D B . after driving 20 miles car missing firing on cylinder to again. then on the way back vehicle stopped misfiring . light still on but it's not misfiring at this moment

*** Web - Advice created on 11/15/2017 07:22:54 and created by Eric Patterson ***
1: Ok please re road test and see if the problem comes back. If the misfire comes back please try a known good PCM if the problem comes back.

*** 11/15/2017 07:26:41 ***
Web - Note created on 11/15/2017 07:26:41 and created by MIKE CASE
Ok will do

*** Web - Advice created on 11/15/2017 07:31:09 and created by Eric Patterson ***
1: This vehicle actually does fall within the TSB, please when completing the repair order use the labor op for the injector replacement in the TSB. Let me know if it starts up again, thanks

*** Service Alert Escalated to CA as: 12548650 on 11/16/2017 01:06:02 (PST)

*** 11/16/2017 05:05:55 ***
Web - Note created on 11/16/2017 05:05:55 and created by MIKE CASE
I just letting you no our sorento is still has a misfire on cylinder 2 and I dont have pcm to try . Any thing else I could try

*** Web - Advice created on 11/16/2017 07:58:28 and created by Eric Patterson ***
1: Is there spark from the #2coil?
Is this misfire there all the time?

*** 11/16/2017 10:46:37 ***
Web - Note created on 11/16/2017 10:46:37 and created by MIKE CASE
misfiring occurs intermediately at time could last up to 10 miles then stops then it will start again . seems to happen more when engine is cold

*** Web - Advice created on 11/16/2017 10:47:58 and created by Eric Patterson ***
1: Is there spark from the #2 coil when the misfire is present?

*** 11/17/2017 12:10:19 ***
Web - Note created on 11/17/2017 12:10:19 and created by MIKE CASE
Vehicle has not misfired today .Have monitored with kds on 20 minute test drive no misfire.

*** 11/20/2017 06:13:26 ***
Web - Note created on 11/20/2017 06:13:26 and created by MIKE CASE
Cold start up this morning . Sorento engine felt like it was misfiring but was not counting or setting code for misfire. KDS pulled no codes . Will let customer have vehicle if it doesnt code .

*** 11/20/2017 06:13:42 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced injectors.

*** 11/22/2017 05:00:00 ***
Case Number: XXXXXXXX Reopen Requested by MIKE CASE.
Reason: [I have driven vehicle the last 2 morning it does not set dtc but it has poor performance and ive seen cylinder 2 misfire counters .]

*** 11/22/2017 08:45:20 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/22/2017 08:45:55 and created by Eric Patterson ***
1: There are no DTC's that come up? The poor performance what exactly do you mean?

*** 11/22/2017 10:55:04 ***
Web - Note created on 11/22/2017 10:55:04 and created by MIKE CASE
just drove it after letting it sit outside all night . It has recoded for p0302 flashing engine light . I like to do compression test after it cools down we might have exhaust valve sticking

*** Web - Advice created on 11/22/2017 10:57:34 and created by Eric Patterson ***
1: Thank you please perform the compression test.

I know we did the test before but was it warm or cold before?

*** 11/22/2017 11:10:34 ***
Web - Note created on 11/22/2017 11:10:34 and created by MIKE CASE
normal temp cold weather really bring misfire in this one

*** Web - Advice created on 11/22/2017 11:16:35 and created by Eric Patterson ***
1: Thanks for the info.

*** 11/27/2017 07:27:51 ***
Web - Note created on 11/27/2017 07:27:51 and created by MIKE CASE
Completed compression check all cylinders 1 3 5 are 149 to 150 psi 2 4 6 are 150 psi. I agree It would be nice to have pcm to try . Vehicle has turned off coil control side when it sets misfire code p0302 but when I clear I have a good control signal. I have checked pin fit at coil 2 and injector harness. I have performed resistance check for injector harness to engine room fuse block less than one ohm on wire

*** Web - Advice created on 11/27/2017 07:40:01 and created by Eric Patterson ***
1: Are the misfire counters "catalyst damaging" misfires?

*** 11/27/2017 08:11:45 ***
Web - Note created on 11/27/2017 08:11:44 and created by MIKE CASE
Yes, catalyst damaging, emission related and misfire are all same count when miss firing they go to 100 and start back over.

*** Web - Advice created on 11/27/2017 08:24:20 and created by Eric Patterson ***
1: Have you swapped the coil to the front as well last time you had the intake off?
2: Have you performed the adaptive relearn of the injectors per the TSB? Please try the relearn procedure again.

*** 11/27/2017 08:38:52 ***
Web - Note created on 11/27/2017 08:38:52 and created by MIKE CASE
I have swapped coil and plug

*** 11/27/2017 08:50:58 ***
Web - Note created on 11/27/2017 08:50:58 and created by MIKE CASE
relearn of the injectors per tsb fue 035. Eric I have searched tsb and web site I did not find anything injector relearn . I have performed hard reset . But if you could send me procedure on the injector relearn

*** Web - Advice created on 11/27/2017 09:43:41 and created by Eric Patterson ***
1: Basically the PCM adaptive value reset. This will reset all adaptive values.
2: Our next step would be to try a known good PCM. The vehicle has been there for 30 days now and there hasn't been a PCM to try?

*** Web - Advice created on 11/27/2017 09:47:06 and created by Eric Patterson ***
1: I have escalated the case for review with the FTS to come out to look at the vehicle, please try to find a PCM it will take a week or 2 possibly to get someone there. Please provide the following information for the FTS:
Actual Technicians name working on the vehicle:
Technicians cell phone number:
Is the vehicle at the dealership? Y/N

*** 11/27/2017 12:44:19 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced injectors.

*** 11/27/2017 14:56:45 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/27/2017 14:56:53 and created by Eric Patterson ***
1: Did the adaptive value reset repair the problem?
The engineers are asking me at this point?

*** 11/28/2017 05:19:28 ***
Web - Note created on 11/28/2017 05:19:28 and created by MIKE CASE
I having hard time finding adaptive value reset procedures for this vehicle it has no option in menus for a reset . I have performed hard reset by connecting positive lead and negative leads together but that did not change misfire.

*** Web - Advice created on 11/28/2017 07:08:11 and created by Eric Patterson ***
1: Do you still need the FTS to come to the dealer?

*** 11/28/2017 08:22:19 ***
Web - Note created on 11/28/2017 08:22:19 and created by MIKE CASE
I f I could a ecm I would try it before sending ftr . Then If ecm did not correct problem . It would have to be in harness

*** Web - Advice created on 11/28/2017 08:30:19 and created by Eric Patterson ***
1: I think we will continue with the FTS to come out and look at the vehicle, If your saying there is a misfire, then they should be able to help resolve the issue.
2: Please provide the following information for the FTS:

Actual Technicians name working on the vehicle:
Technicians cell phone number:

Is the vehicle at the dealership? Y/N

*** 11/28/2017 11:13:53 ***
Web - Note created on 11/28/2017 11:13:53 and created by MIKE CASE
Vehicle is at shop Mike Case tech 3048203854

*** Web - Advice created on 11/28/2017 11:15:25 and created by Eric Patterson ***
1: Thank you...

*** Web - Note created on 11/29/2017 11:50:09 and created by Russell Guss ***
FTS is being scheduled. Appointment date will be communicated as soon as possible.

*** Research - Advice created on 11/29/2017 12:01:12 and created by Eric Patterson ***
<For Internal Use Only
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*** Web - Note created on 11/30/2017 08:24:04 and created by Russell Guss ***
FTS (Jim S.) is working with the tech over the phone. A visit date will communicated based on the results of the FTSs suggestions.

*** Web - Advice created on 11/30/2017 08:28:51 and created by Eric Patterson ***
1: Understood

*** 12/04/2017 08:19:55 ***
Web - Note created on 12/04/2017 08:19:55 and created by MIKE CASE
FTR want to pull head. Want valves checked and cylinder wall inspected

*** Web - Advice created on 12/04/2017 08:21:36 and created by Eric Patterson ***
2: Ok please perform the advise from the FTR and check the threads when removing the rear cylinder head for loose threads on the head bolts. If you can perform a block check when cold before disassembly please do as the vehicle warms up it may be seeping coolant into the cylinder.

*** Phone - Advice created on 12/05/2017 09:13:25 and created by Eric Patterson ***
1: Pull the head off, check the springs on the front cylinder head.
Performed down test on #2 cylinder. 5% leakage.
Advised before pulling the head bolts out, please re torque the heads bolts and see if they will tighten before removal of the cylinder head to check the thread strength on the block for the head bolts. I have seen a few failures of the block threads for the head bolts.
Tech has noticed condensation in the cylinder with a bore scope.

Tech will continue with the head removal and gasket inspection. Please strait edge the block and head after removal, thnaks

*** 12/05/2017 11:22:18 ***
Web - Note created on 12/05/2017 11:22:18 and created by MIKE CASE
good call eric I found one head bolt that would not re torque to spec.

*** Web - Advice created on 12/05/2017 11:26:47 and created by Eric Patterson ***
1: Awesome to hear please let the FTS know. Was it near the #2 cylinder by any chance?

*** 12/05/2017 11:40:21 ***
Web - Note created on 12/05/2017 11:40:21 and created by MIKE CASE
yeah intake side second one

*** Web - Advice created on 12/05/2017 11:42:53 and created by Eric Patterson ***
1: I have a feeling the moisture you saw was the problem, then when warmed up the surface of the cylinder head and the block swell together and seal temporarily.
2: Thanks for all the hard work from yourself the FTS and me I think we have this one in the bag.
3: See if the FTS wants to just continue with the engine replacement.

*** Web - Advice created on 12/19/2017 14:18:03 and created by Eric Patterson ***

1: How is the repair going? Are we replacing the engine?

*** 12/21/2017 08:54:10 ***
Web - Note created on 12/21/2017 08:54:10 and created by MIKE CASE
we are in process of rebuilding short block

*** Web - Advice created on 12/21/2017 09:01:35 and created by Eric Patterson ***
1: Sounds good, thanks for the update...

*** 01/03/2018 07:26:34 ***
Web - Note created on 01/03/2018 07:26:34 and created by MIKE CASE
I have started new rebuild engine . Engine is still misfiring on cylinder 2

*** Web - Advice created on 01/03/2018 08:18:39 and created by Eric Patterson ***
1: Have you reset the adaptive values?
2: Please see if by disconnecting the coil the misfire gets worse.

*** 01/03/2018 12:12:17 ***
Web - Note created on 01/03/2018 12:12:17 and created by MIKE CASE
reset adaptive by taking positive and negative cables sticking them together . Kds doesnt have option to reset adaptive. I misfire does not change when coil is removed

*** Web - Advice created on 01/03/2018 13:17:25 and created by Eric Patterson ***
1: Is there spark try pulling the coil up slightly while the engine is running and see if you can hear the spark arching

*** 01/05/2018 07:24:38 ***
Web - Note created on 01/05/2018 07:24:38 and created by MIKE CASE
Their is a slight pulse from raising coil off plug

*** Web - Advice created on 01/05/2018 07:47:28 and created by Eric Patterson ***
1: do you have a spark tester? Please compare to the cylinder next to it.

*** 01/08/2018 07:22:50 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced injectors./replaced short block, threads stripped in block for head bolts at #2 cylinder.

*** 01/09/2018 09:28:48 ***
Case Number: XXXXXXXX Reopen Requested by MIKE CASE.
Reason: [Car returned today with a history code p0302 . Customer complaining of engine light flashing with vibration]

*** 01/10/2018 06:02:36 ***
Reopen Denied by Tony Thomas
Reason: Please open a new case for the REMAN engine concern.

*** 01/10/2018 10:52:54 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/10/2018 10:55:14 and created by Brian Lall ***
1: In a duplicate case the tech stated: Customer is complaining of engine light flashing and vibration .

Web - Diagnostics created by MIKE CASE

I have confirmed engine has p0302 in history . Engine is running fine today . This vehicle has repeated p0302 codes and has had extensive repairs and diag performed from ftr and my self

2: I initially did not realize the short block was replaced until reading through everything done on this vehicle previously. Since the concern is the same I am going to continue on this case. Have you duplicated the concern on this visit?
3: An FTS is being requested due to previous FTS intervention and the multiple visits and repairs for this concern including engine replacement, continue with diagnosis until further notice. Please provide the following information:
Name of technicians working on the vehicle:

Technicians phone number:
Is the vehicle at the dealership?

*** Web - Note created on 01/11/2018 15:25:34 and created by Luis Hernandez ***
FTS will visit this case on 1/25/2018. Please continue with diagnosis.

*** 01/12/2018 06:12:30 ***
Web - Note created on 01/12/2018 06:12:30 and created by MIKE CASE
I have ordered engine main harness . Jim ask it be replaced should i continue or wait .

*** Web - Advice created on 01/12/2018 07:50:05 and created by Jerry Gossling ***
1: Note,
The FTS requested to replace the main wire harness?
If this is correct follow his recommendation.
Thanks

*** Web - Advice created on 01/25/2018 13:34:56 and created by Brian Lall ***
1: The tech called and stated the harness has been installed and they are going to drive the vehicle tonight for testing and will update the case with the result in the morning. There was also a question about trying to open a PWA for the short block that was already replaced. Advised if a PWA case was opened now techline cannot approve it unless an appeal is approved through the warranty department. Advised the appeal needs to be submitted by the DPSM and RPSM and if the DPSM needs clarification or more information they should contact the warranty department.

*** 01/26/2018 06:13:57 ***
Web - Note created on 01/26/2018 06:13:56 and created by MIKE CASE
I have driven approximate 80 miles no misfires . Engine still feels rough like a misfire but no code

*** Web - Advice created on 01/26/2018 09:07:17 and created by Brian Lall ***
1: Does the engine have a lack of power at all. This case has been going on a long time and has been very involved so we need some new basic checks at this point. Hook up a vacuum gage to manifold vacuum and note the reading at idle. As you snap the throttle (a good full snap), the vacuum will drop to zero and then go up above the idle reading before dropping back down to the idle reading. We are looking for the highest reading after it drops to zero. If the vacuum does not go up higher than at idle, check the exhaust for restrictions.
2: Please check the running and residual fuel pressure on the high and low side. Note the fuel pressure with the engine running (for the high pressure note the actual and desired pressure), when it is shut off, then 5 and 10 mins after it has been shut off. Please also take a fuel sample and check for any obvious contamination and alcohol content. Note the % of alcohol in the case notes. If it is safe to do so put a very small amount of the fuel in a metal pan and away from everyone and everything flammable light it and let it burn off or just let it evaporate. Note if it ignites easily and if there is any oily or other residue left after it burns or evaporates. Let me know what you find. Thanks.

*** 01/26/2018 14:00:13 ***
Web - Note created on 01/26/2018 14:00:13 and created by MIKE CASE
It lacks power when cylinder is in active misfire 2 . This engine has been rebuilt for this reason . It has had injector driver module replaced and has had pcm installed. I have also installed and engine harness to correct this. It has multiple fill up at different brands. FTS has been out Jim believed it to be mechanical last time thats when we put short block and head .

*** Web - Advice created on 01/29/2018 05:00:35 and created by Brian Lall ***
1: When the engine was replaced were the injectors, intake, or other components replaced?

*** 01/29/2018 05:26:56 ***
Web - Note created on 01/29/2018 05:26:56 and created by MIKE CASE
Injectors have been replaced with the injectors harness . No intake was replaced

*** Web - Advice created on 01/29/2018 05:55:38 and created by Brian Lall ***
1: An FTS is being requested due to previous FTS intervention, continue with diagnosis until further notice. Please provide the following information:
Name of technicians working on the vehicle:
Technicians phone number:
Is the vehicle at the dealership?
2: Please remove all the spark plugs and inspect all the cylinders with the pistons at BDC for damage to the cylinder walls or

to the pistons.
3: When the engine was replaced were the heads replaced or sent to the machine shop at all?

*** Web - Note created on 01/30/2018 09:02:34 and created by Luis Hernandez ***
FTS is tentatively scheduled for 2/5/2018.
Appointment will be confirmed as soon as possible.
Please continue with diagnosis.

*** Research - Advice created on 01/31/2018 06:51:49 and created by Brian Lall ***
<For Internal Use Only
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*** Web - Note created on 01/31/2018 08:18:44 and created by Luis Hernandez ***
FTS is confirmed for 2/1/18. Please continue diagnosis.

*** Research - Advice created on 01/31/2018 09:52:07 and created by Brian Lall ***
<For Internal Use Only
.>

*** 02/02/2018 06:54:19 ***
Web - Note created on 02/02/2018 06:54:19 and created by MIKE CASE
I have update Jim ftr Went back to basics . Removed injectors and found A different injector in cylinder 2 . We ordered new injector for cylinder 2 . We will install it and evaluate afterwards.

*** Web - Advice created on 02/02/2018 07:34:27 and created by Brian Lall ***
1: Thanks for letting me know what you found. Was the incorrect injector installed previously?

*** 02/02/2018 10:54:10 ***
Web - Note created on 02/02/2018 10:54:10 and created by MIKE CASE
The injector was not the updated version. It appears it was boxed wrong. Or and old number was stuck in new box

*** 02/02/2018 10:54:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced injectors./replaced short block, threads stripped in block for head bolts at #2 cylinder.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 38,432

Prod Date: 01/02/2014 **Warranty Start Date:** 02/21/2014

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup

Phone: 2532868000 **FAX:** 2532866061

Contact: Christopher Ford **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for warranty authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 10/31/2017 13:20:37 ***
Contact = Christopher Ford, Priority = Standard, Sub Status = Dispatched

*** 10/31/2017 13:20:37 ***
Web - Problem Description created on 10/31/2017 13:20:37 and created by Christopher Ford
Customer states vehicle is looking coolant.

*** 10/31/2017 13:20:37 ***
Web - Diagnostics created on 10/31/2017 13:20:37 and created by Christopher Ford
Found coolant is leaking from the LH cylinder head gasket. Sent head out, found it was warped. Upon installation of everything today I found one of the headbolts took out the threads upon removal . Will send pics of bolt and which hole it was out of.

Previous recline case is 12510625

*** 10/31/2017 13:20:39 ***
15094811075625484987 9.jpg added by Christopher Ford on 10/31/2017 13:20:38

*** 10/31/2017 13:20:40 ***
15094811440881119267 09.jpg added by Christopher Ford on 10/31/2017 13:20:39

*** 10/31/2017 13:22:09 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 10/31/2017 13:24:53 ***
Web - Note created on 10/31/2017 13:24:53 and created by Christopher Ford
i'm asking for permission for either a long block or a short block

*** Web - Advice created on 10/31/2017 13:25:12 and created by Frank Lusic ***
1: Hello Christopher

Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 10/31/2017 14:36:58 ***
image.jpg added by Christopher Ford on 10/31/2017 14:36:57

*** Web - Advice created on 10/31/2017 15:14:09 and created by Frank Lusic ***
1: Thank you
Based on the information you have provided, you are authorized to replace the engine. Please follow all outlined procedures, and utilize only parts and labor ops associated with SC147. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. I am authorizing the PWA and closing the case. Thanks.

*** 10/31/2017 15:14:28 ***
PWA has been authorized by Frank Lusic

*** 10/31/2017 15:14:28 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** 11/01/2017 08:17:16 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/01/2017 08:17:29 and created by Frank Lusic ***
1:
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- ❑Replace the engine with a long block, if available; otherwise, please order a short block assembly

- ❑If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- ❑If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- ❑Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ❑If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

- ❑Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 11/01/2017 08:17:55 ***
PWA has been authorized by Frank Lusic

*** 11/01/2017 08:17:55 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 76,343

Prod Date: 09/16/2013 **Warranty Start Date:** 01/16/2014

Dealer/Contact Data:

Dealer: GA064 Carriage Kia

Phone: 6787172150 **FAX:** 6787172155

Contact: Dang Thao **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: FluidLeak-Cooling sys coolant# head gasket # Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA approval

Case History

*** 11/02/2017 10:40:14 ***
Contact = Dang Thao, Priority = Standard, Sub Status = Dispatched

*** 11/02/2017 10:40:14 ***
Web - Problem Description created on 11/02/2017 10:40:14 and created by Dang Thao
CUST. STATES THE ENGINE IS OVER HEATING AND SMELLS STRONGLY OF COOLANT.

*** 11/02/2017 10:40:14 ***
Web - Diagnostics created on 11/02/2017 10:40:14 and created by Dang Thao
CHECK AND FOUND COOLANT IS LEAKING AT THE LEFT SIDE HEAD GASKET. I REMOVE THE LEFT CYLINDER HEAD AND CYLINDER BOLTS ARE STRIPPED. HERE THE PICTURE.

*** 11/02/2017 10:42:59 ***
9B9B2B08-FAFF-4A12-9205-F915CBD66AC4.jpeg added by Dang Thao on 11/02/2017 10:42:56

*** 11/02/2017 10:44:50 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/02/2017 10:46:06 and created by Chris Schang ***
1: Dang,
Before approval can be granted on this PWA request for engine replacement, please complete the new WRTY-143 core data form (available on KDealer) and make sure that it is signed by yourself and your Service Manager and dated. Attach the completed form to the case and add a case note informing us that you have done so. Once the form has been received, I will process your request. Thank you.

*** 11/02/2017 12:07:05 ***
8BCF10C9-F205-4BBC-9AB8-35F4492BBFC7.jpeg added by Dang Thao on 11/02/2017 12:07:01

*** 11/02/2017 12:12:10 ***
1EB5C8BE-5974-426A-8C5D-4F95A987D756.jpeg added by Dang Thao on 11/02/2017 12:12:08

*** Web - Advice created on 11/02/2017 14:20:28 and created by Chris Schang ***
1: Dang,
You need to update the PWA form with the RO number and the current vehicle mileage. Thanks!

*** 11/03/2017 04:54:22 ***
F31AFD89-AE9F-402C-B080-C062D685B86D.jpeg added by Dang Thao on 11/03/2017 04:54:19

*** Web - Advice created on 11/03/2017 06:51:36 and created by Chris Schang ***
1: Dang,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- ☐Replace the engine with a long block, if available; otherwise, please order a short block assembly

- ☐If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- ☐If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- ☐Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ☐If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

- ☐Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 11/03/2017 06:51:46 ***
PWA has been authorized by Chris Schang

*** 11/03/2017 06:51:46 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 56,463

Prod Date: 01/16/2014 **Warranty Start Date:** 03/18/2014

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad

Phone: 7604381001 **FAX:** 7605472022

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: will replace engine assembly

Case History

*** 11/03/2017 17:00:15 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 11/03/2017 17:00:15 ***
Web - Problem Description created on 11/03/2017 16:58:21 and created by Rodney Ledet
vehicle towed in leaking coolant from water temperature control assembly.
customer also complaining of "chirp" noise on accel.
after filling radiator (extremely low) noticed bubbles in overflow bottle.
performed block check and results showed exhaust gasses in cooling system.
"chirp" noise sounds like exhaust leak. can feel "knocking" when holding coolant hoses that seem to correspond with "chirps".
possibly from headgasket??

*** 11/03/2017 17:00:15 ***
Web - Diagnostics created on 11/03/2017 16:58:21 and created by Rodney Ledet
performed block check, results showed exhaust gasses in cooling system

*** 11/04/2017 07:22:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/04/2017 07:29:36 and created by Chris Schang ***
1: Rodney,
1: Note, use the KDS to actuate the cooling fan in high and low speeds to see if the system is functioning correctly.
2: Next perform Technician basics TB009 than list the results.
3: Note, when perform the leak down test make sure the radiator cap is remove so you can see if coolant is pushing back out the fill neck when performing the leak down test.

*** 11/06/2017 14:10:21 ***
Web - Note created on 11/06/2017 14:10:21 and created by Rodney Ledet
used KDS to actuate cooling fans = fans are operational

performed cylinder leak down test and results are as follows- #1=5%, #2=5%, #3=5%, #4=5%, #5=7%, #6=10% with bubbles in cooling system.
it appears cylinder #6 has a leak into the cooling system.

*** Web - Advice created on 11/06/2017 14:24:12 and created by Chris Schang ***
1: Thanks Rodney,
Please get DPSM labor authorization to remove the front cylinder head and inspect for warpage using a straight edge and feeler gauge. You may also want to inspect for any leakage on the rear cylinder head. Please take note of any abnormally loose head bolts and be weary that none of the head bolts take the block threads with them. Let me know what you find. Thanks!

*** 11/09/2017 14:38:10 ***
Web - Note created on 11/09/2017 14:38:10 and created by Rodney Ledet
removed left cylinder head. upon removal found head bolts took little effort to remove especially around cylinder #6.
visual inspection of head bolts found threads from engine block on one head bolt. (see attachment)
measured cylinder head warpage of 0.005".

*** 11/09/2017 14:38:11 ***
20171109_143308[1].jpg added by Rodney Ledet on 11/09/2017 14:38:10

*** Web - Advice created on 11/10/2017 06:33:22 and created by Chris Schang ***
1: Rodney,
Please close this case and complete the Techline survey, then please open a separate Techline warranty authorization case and complete the NEW warranty engine core data form WRTY-143 and request authorization to replace the engine assembly, thanks!

*** 11/10/2017 08:03:41 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: will replace engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 36,017

Prod Date: 05/06/2014 **Warranty Start Date:** 06/28/2014

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: Robert Donachie **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace both cylinder heads

Case History

*** 11/08/2017 07:55:38 ***
Contact = Robert Donachie, Priority = Standard, Sub Status = Dispatched

*** 11/08/2017 07:55:38 ***
Web - Problem Description created on 11/08/2017 07:55:38 and created by Robert Donachie
found veh over heating.

*** 11/08/2017 07:55:38 ***
Web - Diagnostics created on 11/08/2017 07:55:38 and created by Robert Donachie
no coolant in system. filled coolant. ran veh. found coolant dripping from from cyl head

*** 11/08/2017 08:11:17 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/08/2017 08:12:37 and created by Mike Ozonur ***
1: Please attach a video of the coolant dripping from the cylinder head and the VIN plate from the B pillar in a continuous video.
Have you checked if thermostat opens
Do the cooling fans operate properly

*** 11/08/2017 09:01:28 ***
Web - Note created on 11/08/2017 09:01:27 and created by Robert Donachie
Added video cooling fan is coming on, thermostat was opening

*** 11/08/2017 09:02:09 ***
20171108_115516.mp4 added by Robert Donachie on 11/08/2017 09:01:28

*** 11/08/2017 09:02:42 ***
20171108_120038.mp4 added by Robert Donachie on 11/08/2017 09:02:09

*** Web - Advice created on 11/08/2017 09:14:10 and created by Mike Ozonur ***
1: In this case you need to remove cylinder heads and measure the block and head surfaces flatness with a precision straight edge and report back. Thanks

*** 11/08/2017 09:50:14 ***
Web - Note created on 11/08/2017 09:50:14 and created by Robert Donachie
should i get dpsm approval for tear down?

*** Web - Advice created on 11/08/2017 10:00:54 and created by Mike Ozonur ***
1: Yes DPSM approval is needed for tear down.

*** 11/10/2017 11:04:32 ***
Web - Note created on 11/10/2017 11:04:32 and created by Robert Donachie
got approval to tear engine down. remove both cylinder heads. found both heads warped. 0.003 in block looks ok.

*** Web - Advice created on 11/10/2017 12:27:49 and created by Mike Ozonur ***
1: replace the cylinder heads and retest, Make sure to check the cooling system to determine what component failed to cause the cylinder head gasket failure.

*** 11/22/2017 11:04:57 ***
Web - Note created on 11/22/2017 11:04:57 and created by Robert Donachie
hello, i received cyl heads. performed valve lash adjustment and set all with in specs. cleaned down block surfaces. installed new head gaskets. went to torque new head bolts. got the first pass of 28 ftlbs, went to second pass of 120 degess. got two second bolt and threads pulled out of block

*** Web - Advice created on 11/22/2017 12:38:29 and created by Mike Ozonur ***
1: Based on the information you provided, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it.

*** 11/28/2017 12:04:15 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: replace both cylinder heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 56,463

Prod Date: 01/16/2014 **Warranty Start Date:** 03/18/2014

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad

Phone: 7604381001 **FAX:** 7605472022

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine Mechanical # - Case for Warranty Authorization

Symptom: Engine Stalling (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized pwa

Case History

*** 11/10/2017 08:14:28 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 11/10/2017 08:14:28 ***
Web - Problem Description created on 11/10/2017 08:14:28 and created by Rodney Ledet
engine overheated and stripped head bolt threads from engine block. Cylinder head warped 0.005"
cooling fans operational, no leaking from radiator found. coolant leaking from under Water Tempratur Control Assembly.

*** 11/10/2017 08:14:28 ***
Web - Diagnostics created on 11/10/2017 08:14:28 and created by Rodney Ledet
performed activation of cooling fans with KDS - fans operational at this time
performed cylinder leak down test cylindre #1=5%, cylinder #2=5%, cylinder #3=5%, cylinder #4=5%, cylinder #5=7%, cylinder #6=10% with bubbles in cooling system
removed left cylinder head and found head bolts took little effort to remove. Visual inspection of head bolts show threads from engine block came out with head bolt.
Cylinder head warped).005".

*** 11/10/2017 08:20:55 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/10/2017 08:25:09 and created by Eric Patterson ***
1: I have reviewed the previous assistance case #12536977_. The stripped threads and the warpage will condemn the engine.
2: Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 11/10/2017 13:53:16 ***
WRTY_143_RO#61704.pdf added by Brittany Martinez on 11/10/2017 13:53:16

*** 11/10/2017 13:54:04 ***
Web - Note created on 11/10/2017 13:54:04 and created by Brittany Martinez
wrty143 form has been uploaded/attached. Thank you.

*** Web - Advice created on 11/10/2017 14:59:38 and created by Eric Patterson ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
- If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
  The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 11/10/2017 15:00:14 ***
PWA has been authorized by Eric Patterson

*** 11/10/2017 15:00:14 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized pwa

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 36,029

Prod Date: 02/25/2014 **Warranty Start Date:** 07/11/2014

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Gregory Nelson **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/13/2017 09:57:51 ***
Contact = Greg Nelson, Priority = Standard, Sub Status = Dispatched

*** 11/13/2017 09:57:51 ***
Web - Problem Description created on 11/13/2017 09:57:25 and created by Greg Nelson
Hello, c/s the vehicle is leaking large amounts of engine oil.

*** 11/13/2017 09:57:51 ***
Web - Diagnostics created on 11/13/2017 09:57:25 and created by Greg Nelson
Found excessive hydro carbons(50+HC ppm) in cooling system and large amounts of engine oil in the cooling system. Removed cylinder heads and found most of the head bolts loose. Left head has .004" warp and the same for the opposite, like its been over heated bad. Looking for direction, thinking all the coolant hose's need to be replaced and the hard components flushed along with engine replacement due to the large amount of oil found in the cooling system. Found an older case that stated the coolant was leaking from a exhaust stud. Look like the timing cover had been resealed. Thanks for your assistance.

*** 11/13/2017 09:58:06 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/13/2017 10:00:45 and created by Mike Ozonur ***
1: Please provide pictures of the oil leak and, Is the engine overheating or did it overheat ?

*** 11/14/2017 17:42:28 ***
Web - Note created on 11/14/2017 17:42:28 and created by Greg Nelson
Hello, so we heard back from the guest today and they said the vehicle has not over heated as far as they know. I was just referring to the tear down of the heads, since the head bolts felt "not tight" when removed, thought that the engine appears to have been over heated. The oil leaks are from the coolant reservoir, two pictures show the oil leaking from the reservoir all over the engine compartment coming through the cooling system. Most likely from the head gaskets, hence the head bolts feeling loose. I will be out of the shop until next week, but I will forward your response to my service manager to keep this rolling. Thank you.

*** 11/14/2017 17:42:29 ***
26031701.999.jpg added by Greg Nelson on 11/14/2017 17:42:28

*** 11/14/2017 17:42:30 ***
26031701.888.jpg added by Greg Nelson on 11/14/2017 17:42:29

*** Web - Advice created on 11/15/2017 06:47:19 and created by Mike Ozonur ***
1: measure the block and head surface flatness with a precision straight edge and a filler gauge.
You should be able to flush the cooling system. Please also provide a picture of the valve train. Thanks

*** 11/20/2017 08:46:13 ***
Web - Note created on 11/20/2017 08:46:13 and created by Greg Nelson
Hello, we did not measure any more due to the threads in the left bank of the block have been damaged. Reason for the bolts feeling loose during dis-assemble. I have added a picture of the cam shafts for the left head and the bearing caps. They have not been cleaned. Thanks, I will also note of the cleaning we will need to do to the whole cooling system due to the engine oil that has mixed in the coolant. My experience on these types of repairs (oil in cooling system), tend to see the hose damage take some time to develop.

*** 11/20/2017 08:46:15 ***
26031701.555.jpg added by Greg Nelson on 11/20/2017 08:46:14

*** Web - Advice created on 11/20/2017 08:47:31 and created by Mike Ozonur ***
1: Please provide a picture of the threads and attach it to the case, Thanks

*** 11/21/2017 14:30:30 ***
Web - Note created on 11/21/2017 14:30:30 and created by Greg Nelson
Hello, I have attache a picture of one head bolt with the block material. Thank you.

*** 11/21/2017 14:30:31 ***
26031701.444.jpg added by Greg Nelson on 11/21/2017 14:30:30

*** Web - Advice created on 11/21/2017 14:41:47 and created by Mike Ozonur ***
1: Thanks for the pictures but Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 11/21/2017 16:07:28 ***
Web - Note created on 11/21/2017 16:07:28 and created by Greg Nelson
Hello, I have attached the WRT form. Thank you.

*** 11/21/2017 16:07:39 ***
26031701.956.pdf added by Greg Nelson on 11/21/2017 16:07:29

*** Web - Advice created on 11/22/2017 06:15:18 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 11/22/2017 06:16:42 ***
PWA has been authorized by Mike Ozonur

*** 11/22/2017 06:16:42 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 67,019

Prod Date: 05/16/2014 **Warranty Start Date:** 06/05/2014

Dealer/Contact Data:

Dealer: NY031 Garvey Kia

Phone: 5187933488 **FAX:** 5187935988

Contact: Joshua Norris **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Oil in coolant

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: oil in coolant, no coolant in oil,

Case History

*** 11/15/2017 13:15:42 ***
Contact = Joshua Norris, Priority = Standard, Sub Status = Dispatched

*** 11/15/2017 13:15:42 ***
Web - Problem Description created on 11/15/2017 13:15:42 and created by Joshua Norris
oil in coolant, over heating,

*** 11/15/2017 13:15:42 ***
Web - Diagnostics created on 11/15/2017 13:15:42 and created by Joshua Norris
found oil in coolant res, found upper hose swollen and soft at thermo housing and soft and split open at rad, lower swollen and soft no leak yet, pulled all 6 plugs no coolant found clean plugs for the milage, pulled trans oil cooler line on trans mounted cooler dark trans fluid comes out doesn't not appear to have coolant in it, pulled oil drain plug oil came out no signs of coolant, pulled filter no signs of coolant, need to get new hoses to pressure test coolant system any other places to check seems as if im getting oil in coolant but not getting coolant in oil

*** 11/15/2017 13:31:33 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/15/2017 13:32:56 and created by Jerry Gossling ***
1: Joshua,
I need you to check for any loose head bolts by attempting to torque them down.
Please let me know if you find one that will not tighten down (loose).
Thank you,

*** Service Alert Escalated to CA as: 12540629 on 11/16/2017 01:04:26 (PST)
*** 12/01/2017 08:43:28 ***
Web - Note created on 12/01/2017 08:43:28 and created by Joshua Norris
ok been a while stuck on sc147s, remove timing chain and cam to gain access to head bolts, wasn't shure how you wanted me to check tight on bolf so with help from another tech we decided to see which if any were easy to break free, found several

that took 0 effort to turn. pic included

*** 12/01/2017 08:43:28 ***
head.png added by Joshua Norris on 12/01/2017 08:43:28

*** Web - Advice created on 12/01/2017 08:49:01 and created by Jerry Gossling ***
1: Based off of your information you will need to open a PWA case for warranty authorization for approval to replace the engine. Follow the listed information.

Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** Web - Advice created on 12/01/2017 08:49:45 and created by Jerry Gossling ***
1: Note,
Before opening a PWA case make sure this vehicle is still under drive train warranty.

*** 12/01/2017 10:52:35 ***
Web - Note created on 12/01/2017 10:52:34 and created by Joshua Norris
still covered, my concern is the v6 normally come short block how much can I reuse and what should I replace.

*** Web - Advice created on 12/01/2017 10:54:20 and created by Jerry Gossling ***
1: Note,
This information will be provided in the PWA case.

*** 12/01/2017 11:34:52 ***
Web - Note created on 12/01/2017 11:34:52 and created by Joshua Norris
ok I asked them too thanks for help closing case.

*** 12/01/2017 11:35:32 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: oil in coolant, no coolant in oil, 4 loose head bolts found

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 59,385

Prod Date: 03/21/2013 **Warranty Start Date:** 08/26/2013

Dealer/Contact Data:

Dealer: MD002 Darcars Kia

Phone: 3016307000 **FAX:** 3017029403

Contact: Robert Covolo **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization.

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/20/2017 09:30:26 ***
Contact = Robert Covolo, Priority = Standard, Sub Status = Dispatched

*** 11/20/2017 09:30:26 ***
Web - Problem Description created on 11/20/2017 09:30:26 and created by Robert Covolo
Customer states engine overheating while driving.

*** 11/20/2017 09:30:26 ***
Web - Diagnostics created on 11/20/2017 09:30:26 and created by Robert Covolo
Refer to case #12549963. ...block test performed and failed. Loose head bolts

*** 11/20/2017 09:30:27 ***
15111989646681628971297.jpg added by Robert Covolo on 11/20/2017 09:30:26

*** 11/20/2017 09:32:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/20/2017 09:34:42 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 11/20/2017 09:35:02 ***
PWA has been authorized by Mike Ozonur

*** 11/20/2017 09:35:02 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

*** 11/27/2017 07:43:50 ***
Reopened with Sub Status of Working

*** 11/27/2017 07:44:12 ***
PWA has been authorized by Mike Ozonur

*** 11/27/2017 07:44:12 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 81,930

Prod Date: 09/05/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Radoslaw Wojtowicz **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats # Head gasket leak, external

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block

Case History

*** 11/22/2017 09:49:47 ***
Contact = Radoslaw Wojtowicz, Priority = Standard, Sub Status = Dispatched

*** 11/22/2017 09:49:48 ***
Web - Problem Description created on 11/22/2017 09:42:26 and created by Radoslaw Wojtowicz
Heat inop,temp gauge hot

*** 11/22/2017 09:49:48 ***
Web - Diagnostics created on 11/22/2017 09:42:26 and created by Radoslaw Wojtowicz
Verified concern, found no coolant in radiator. Cleaned some residue, dried off engine and pressure tested.found bank 2 cylinder head gasket leaking, attached some pictures.last 2 cars I had with this symptom I found head bolt threads pulled out of the block, at this point I expect a short block, head gasket set, head bolts and possible head machine work after checking straighteners. How should I proceed and should I check any thing else? Oil fill and dipstick look very clean, engine looks well maintained

*** 11/22/2017 09:49:50 ***
20171122_073427.jpg added by Radoslaw Wojtowicz on 11/22/2017 09:49:48

*** 11/22/2017 09:49:52 ***
20171122_073341.jpg added by Radoslaw Wojtowicz on 11/22/2017 09:49:50

*** 11/22/2017 09:49:53 ***
20171122_073238.jpg added by Radoslaw Wojtowicz on 11/22/2017 09:49:52

*** 11/22/2017 09:53:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/22/2017 09:56:41 and created by Frank Lusic ***
1: Radoslaw hello
on the bank that is leaking remove the cam shafts, loosen all head bolts and then re torque the bolts to determine if the

threads in the block will hold

*** 11/22/2017 14:53:49 ***
Web - Note created on 11/22/2017 14:53:49 and created by Radoslaw Wojtowicz
confirmed threads pulled out, did not hold, what next

*** Web - Advice created on 11/22/2017 15:10:31 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** 11/30/2017 06:57:23 ***
Web - Note created on 11/30/2017 06:57:23 and created by Radoslaw Wojtowicz
installed new short block, cleaned and reused cylinder heads, water temp assembly appeared to be distorted as a result of bottom end failure so i replaced that. all looks good at this time, thank you

*** Web - Advice created on 11/30/2017 08:19:21 and created by Frank Lusic ***
1: Great news, Thank you for working so hard to repair this issue, Please close this case when the vehicle is finished and do not forget to take the survey for a chance to win $500, I would appreciate a 5 rating if you think that I deserve it, If not then please let me know how I could have done better,
Thanks again Frank L.

*** 11/30/2017 09:46:25 ***
Case Closed with Resolution Code: Manufacturing Defect
Resolution Summary: replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 36,017

Prod Date: 05/06/2014 **Warranty Start Date:** 06/28/2014

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: Robert Donachie **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats #Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/24/2017 04:38:10 ***
Contact = Robert Donachie, Priority = Standard, Sub Status = Dispatched

*** 11/24/2017 04:38:10 ***
Web - Problem Description created on 11/24/2017 04:38:10 and created by Robert Donachie
engine had overheated

*** 11/24/2017 04:38:11 ***
Web - Diagnostics created on 11/24/2017 04:38:10 and created by Robert Donachie
found both heads warped. upon install of new heads. threads for cylinder head bolts came out.

*** 11/24/2017 05:22:10 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/24/2017 05:23:59 and created by Mike Ozonur ***
1: Based on the information provided in case#12540956, Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it

should be replaced as well as the oil feed line to it.
Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 11/24/2017 05:24:50 ***
PWA has been authorized by Mike Ozonur

*** 11/24/2017 05:24:51 ***
Case closed by Mike Ozonur with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 62,188

Prod Date: 09/05/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Radoslaw Wojtowicz **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats # Head gasket leak, external Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 11/24/2017 08:11:58 ***
Contact = Radoslaw Wojtowicz, Priority = Standard, Sub Status = Dispatched

*** 11/24/2017 08:11:58 ***
Web - Problem Description created on 11/24/2017 08:11:58 and created by Radoslaw Wojtowicz
No heat, engine overheating. Coolant low.

*** 11/24/2017 08:11:58 ***
Web - Diagnostics created on 11/24/2017 08:11:58 and created by Radoslaw Wojtowicz
Topped off coolant, pressure tested cooling system, found coolant leaking across bank 2 cylinder head gasket Removed front valve cover, removed cams, checked head bolts, bolts pulled threads from block.

*** 11/24/2017 08:12:00 ***
20171124_105807.jpg added by Radoslaw Wojtowicz on 11/24/2017 08:11:58

*** 11/24/2017 08:14:29 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/24/2017 08:17:53 and created by Frank Lusic ***
1: Hello Again Radoslaw

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- □Replace the engine with a long block, if available; otherwise, please order a short block assembly

- □If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- □If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if

any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

• □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

• □If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

• □Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 11/24/2017 08:18:34 ***
PWA has been authorized by Frank Lusic

*** 11/24/2017 08:18:34 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 82,318

Prod Date: 03/19/2014 **Warranty Start Date:** 05/07/2014

Dealer/Contact Data:

Dealer: TN037 Rusty Wallace Kia Morristown

Phone: 4235861441 **FAX:** 8565468382

Contact: Jeremy Jackson **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: head bolts pulled out of block

Case History

*** 11/27/2017 12:04:50 ***
Contact = Jeremy Jackson, Priority = Standard, Sub Status = Dispatched

*** 11/27/2017 12:04:50 ***
Web - Problem Description created on 11/27/2017 12:04:50 and created by Jeremy Jackson
customer states coolant low

*** 11/27/2017 12:04:51 ***
Web - Diagnostics created on 11/27/2017 12:04:51 and created by Jeremy Jackson
found coolant resivor full and removed cap and found coolant level in radiator little low peformed coolant pressure test and it passed lost 2 lbs in 15 mins performed block test and it passed only thing i see is radiator never stops pushing bubbles up through radiator neck

*** 11/27/2017 12:19:46 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/27/2017 12:20:40 and created by Steven Okimura ***
1: Jeremy, inspect for external head gasket leaks. If the bubbles are present there is air in the system or a leaking head gasket. Inspect the plugs and perform a cylinder leakdown test watching for bubbles or a rise in coolant level.

*** 11/28/2017 13:32:37 ***
Web - Note created on 11/28/2017 13:32:37 and created by Jeremy Jackson
leakage test show no leaks except #2 cylinder is bubbling up through radiator with less than 5% leakeage

*** Web - Advice created on 11/28/2017 13:34:53 and created by Steven Okimura ***
1: Please check cylinder head bolts, check for damaged threads in the engine block which may cause this concern.

*** Phone - Advice created on 11/28/2017 13:43:24 and created by Steven Okimura ***
1: Jeremy called in to discuss the previous notes. Advised to attach a photo of the valve train to the case to determine if the engine has been maintained properly.

If the threads are damaged the long block will need to be replaced.

*** 11/30/2017 05:33:52 ***
20171130_083233.jpg added by Jeremy Jackson on 11/30/2017 05:33:51

*** Phone - Advice created on 11/30/2017 05:37:56 and created by Steven Okimura ***
1: Jeremy called in stating the head bolt threads appear okay but 6 of 8 took very little effort to break them loose. He will clean the oil from the bolt holes and inspect the threads and check if the bolts will tighten normally.

*** 11/30/2017 05:45:05 ***
Web - Note created on 11/30/2017 05:45:05 and created by Jeremy Jackson
Found threads from holes sent pic ordering short block long block not available do I need to open pea

*** 11/30/2017 05:45:06 ***
15120493860891837017950.jpg added by Jeremy Jackson on 11/30/2017 05:45:05

*** Web - Advice created on 11/30/2017 05:47:06 and created by Steven Okimura ***
1: Measure the cylinder heads for flatness, if out of specs Kia does not recommend resurfacing and replacement will be necessary.

Based on the information provided the engine should be replaced. You are required to open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** 12/07/2017 10:59:24 ***
Case Closed with Resolution Code: Broken/Cracked/Etc.
Resolution Summary: head bolts pulled out of block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 52,861

Prod Date: 03/26/2013 **Warranty Start Date:** 07/31/2013

Dealer/Contact Data:

Dealer: OH051 Mentor Kia

Phone: 4409531000 **FAX:** 4402556991

Contact: James Plymel **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 11/28/2017 13:23:44 ***
Contact = James Plymel, Priority = Standard, Sub Status = Dispatched

*** 11/28/2017 13:23:44 ***
Web - Problem Description created on 11/28/2017 13:23:44 and created by James Plymel
head gasket blown on highway
engine knock
crank bearing squeek
milkshake in oil

*** 11/28/2017 13:23:44 ***
Web - Diagnostics created on 11/28/2017 13:23:44 and created by James Plymel
verified

*** 11/28/2017 13:47:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/28/2017 13:49:04 and created by Eric Patterson ***
1: I have reviewed the previous assistance case #12558562. The engine has failed due to the head bolts came loose due to the block failure. Please continue repairing the vehicle.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ❑If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
  The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
- ❑Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 11/28/2017 13:51:51 ***
PWA has been authorized by Eric Patterson

*** 11/28/2017 13:51:52 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 70,136

Prod Date: 04/03/2014 **Warranty Start Date:** 04/19/2014

Dealer/Contact Data:

Dealer: NY073 Matthews Kia

Phone: 6077296261 **FAX:** 6077295584

Contact: Matthew Kuklish **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Duplicate - WEB Case # 12514151

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Duplicate - WEB Case #

Case History

*** 12/01/2017 05:51:28 ***
Contact = Matthew Kuklish, Priority = Standard, Sub Status = Dispatched

*** 12/01/2017 05:51:29 ***
Web - Problem Description created on 11/30/2017 11:36:36 and created by Matthew Kuklish
3rd time back with oil in coolant and visa versa..refer to previous case.

*** 12/01/2017 05:51:29 ***
Web - Diagnostics created on 11/30/2017 11:46:36 and created by Matthew Kuklish
found a 4% leak on cyl 3. removed engine and tore down to find cause. found 2 head bolts were some what loose. also the block around cyl 3 and a couple other spots are warped. the head is ok though, no warps. found oil through out cooling system as well as coolant in the oil pan and engine.

*** 12/01/2017 06:00:58 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 12/01/2017 06:16:27 ***
Case closed by Tony Thomas with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate - WEB Case # 12514151

*** 12/01/2017 06:18:50 ***
Reopened with Sub Status of Working

*** 12/01/2017 06:19:20 ***
Assigned to WIPBin default of John Brookes by Rob Levy
Reason:

*** 12/01/2017 06:45:24 ***
Case closed by John Brookes with Resolution Code : Duplicate Web Case

[Resolution Summary]
Duplicate - WEB Case # 12514151

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 84,724

Prod Date: 09/04/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: ID009 George Gee Kia

Phone: 2086677416 **FAX:** 2086670815

Contact: Wyatt Brown **Contact Title:** Dual Technician **Service District:** WE10

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: transferred to PWA

Case History

*** 12/04/2017 09:23:09 ***
Contact = Wyatt Brown, Priority = Standard, Sub Status = Dispatched

*** 12/04/2017 09:23:09 ***
Web - Problem Description created on 12/04/2017 09:22:38 and created by Wyatt Brown
I am experiencing a coolant leak, which seemed to be coming from the front bank, rear, below the coolant thermostat control housing. I replaced the part, as the senior Kia technician at my dealer stated it has occurred before, and it seemed to be coming from that area, near the gasket surface, rear of head. However, the problem has persisted, and opening a techline case should be my next step. Upon closer examination, it appears to be coming from the rear front corner of the head, dripping down the bellhousing.

*** 12/04/2017 09:23:09 ***
Web - Diagnostics created on 12/04/2017 09:22:38 and created by Wyatt Brown
Pressurized system to verify leak location.

*** 12/04/2017 09:33:22 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Phone - Advice created on 12/04/2017 09:44:53 and created by John Brookes ***
1: Wyatt, I recommend the head be removed and inspected in general and in particular for flatness, and the deck of the block too, thanks Wyatt.

*** Service Alert Escalated to CA as: 12565425 on 12/05/2017 01:06:02 (PST)

*** 12/14/2017 08:57:42 ***
Web - Note created on 12/14/2017 08:57:41 and created by Wayne Rockstrom
I have removed cylinder head and the rear headbolt was not tight, I removed the head bolt and it pulled the threads out of the block, do I repair or replace short block?

*** 12/14/2017 11:38:37 ***
Case closed by Eric Patterson with Resolution Code : Manufacturing Defect
[Resolution Summary]
transferred to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 71,639

Prod Date: 07/12/2013 **Warranty Start Date:** 10/23/2013

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Matthew Rodrigue **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 12/04/2017 10:15:06 ***
Contact = Matthew Rodrigue, Priority = Standard, Sub Status = Dispatched

*** 12/04/2017 10:15:06 ***
Web - Problem Description created on 12/04/2017 10:15:06 and created by Matthew Rodrigue
customer states car is overheating running rough and check engine light is on.
needs short block as long block not available

*** 12/04/2017 10:15:06 ***
Web - Diagnostics created on 12/04/2017 10:15:06 and created by Matthew Rodrigue
removed cylinder heads and reinstalled head bolts . would not tighten and when removed head bolts on outside of both heads found threads pulled out of block.
i have two right now with the same issue and i am hearing they are popping up in texas as well. possibly will be a new tsb or recall .

*** 12/04/2017 10:34:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin defaults

*** Web - Advice created on 12/04/2017 10:36:53 and created by Sam Camarillo ***
1: Matt please verify if the customer has valid service records and has followed the maintenance intervals recommended in the owner's manual. If records are not available please pull valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

2: Before approval can be granted on this PWA request for engine replacement, please complete and sign the WRTY-143 core data form and ask your Service Manager to sign it as well. Attach the completed form to the case and add a case note informing us that you have done so. Please refer to Warranty Bulletin 2015-09 for more information. Once the form has been received, I will process your request. Be sure to use the newest form revised 11/1/16 that available at Kdealer under warranty documents.

*** 12/04/2017 12:09:54 ***
Web - Note created on 12/04/2017 12:09:54 and created by Matthew Rodrigue
dpsm has been here and looked at engine to verify maint. since other kia dealer said it had sludge when that wasn't the case

*** 12/04/2017 12:16:13 ***
IMG_0426[1].JPG added by Robert Malafronte on 12/04/2017 12:16:11

*** Web - Advice created on 12/04/2017 12:24:32 and created by Sam Camarillo ***
1: Ok that pic will work, please attach a core data form WRTY143 so I can approve.

*** 12/07/2017 11:42:04 ***
86046.pdf added by ROCIO ARELLANO on 12/07/2017 11:42:04

*** Web - Advice created on 12/07/2017 12:47:49 and created by Sam Camarillo ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If replacing short block, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly) inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, state the reason on hard copy and replace the affected component

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one

- Make sure all ladder frame bolts are installed in the replacement short engine, if applicable.

*** 12/07/2017 12:50:38 ***
PWA has been authorized by Sam Camarillo

*** 12/07/2017 12:50:38 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 43,779

Prod Date: 10/18/2013 **Warranty Start Date:** 02/07/2014

Dealer/Contact Data:

Dealer: PA085 Kia On The Boulevard

Phone: 2156719000 **FAX:** 2156719252

Contact: Scott Hamer **Contact Title:** Service Manager **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Engine replacement.

Case History

*** 12/05/2017 07:09:53 ***
Contact = Scott Hamer, Priority = Standard, Sub Status = Dispatched

*** 12/05/2017 07:09:53 ***
Web - Problem Description created on 12/05/2017 07:09:53 and created by Scott Hamer
Customer states vehicle overheating while driving

*** 12/05/2017 07:09:53 ***
Web - Diagnostics created on 12/05/2017 07:09:53 and created by Scott Hamer
Verified concern-Found vehicle severly overheating- performed pressure test and found coolant leaking from front cylinder head. Removed front cylinder head and found some residue also at rear head-removed both cylinder heads to sublet to have checked. During removal of cylinder head bolts found threading from inside engine block coming off and sticking to head bolts. This happened on several of the head bolts. Need to replace engine short block. Both cylinder heads needed to be cleaned and reconditioned at machine shop.

*** 12/05/2017 07:37:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/05/2017 07:40:03 and created by John Brookes ***
1: Please could you attach picture showing the head bolts pulled out with the threads on them thanks Scott.

*** 12/05/2017 07:56:22 ***
Web - Note created on 12/05/2017 07:56:22 and created by Scott Hamer
I attached picture for you

*** 12/05/2017 07:56:23 ***
WIMSEY1.jpg added by Scott Hamer on 12/05/2017 07:56:22

*** Web - Advice created on 12/05/2017 08:31:35 and created by John Brookes ***
1: Thanks for the picture, open a Tech Line PWA case to replace the engine

attach WRTY 143 Engine Core Data form, signed by the technician signed and dated by the service manager

*** 12/05/2017 10:26:13 ***
Web - Note created on 12/05/2017 10:26:12 and created by Scott Hamer
Im sorry. This is a pwa case here. Do you need me to open another one? I attached the pwa form

*** 12/05/2017 10:26:13 ***
Scan1395.pdf added by Scott Hamer on 12/05/2017 10:26:13

*** Web - Advice created on 12/05/2017 10:53:35 and created by John Brookes ***
1: Scott you are correct, sorry for the error. Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine if applicable.
r,

*** 12/05/2017 10:57:42 ***
PWA has been authorized by John Brookes

*** 12/05/2017 10:57:42 ***
Case closed by John Brookes with Resolution Code : Faulty Component
[Resolution Summary]
Engine replacement.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 60,647

Prod Date: 10/15/2014 **Warranty Start Date:** 01/10/2015

Dealer/Contact Data:

Dealer: IN008 Evansville Kia

Phone: 8124730215 **FAX:** 8124744421

Contact: Dirk Farney **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine - Overheats #

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Transfer to PWA

Case History

*** 12/05/2017 11:10:30 ***
Contact = Dirk Farney, Priority = Standard, Sub Status = Dispatched

*** 12/05/2017 11:10:30 ***
Web - Problem Description created on 12/05/2017 11:10:30 and created by Dirk Farney
CUSTOMER COMPLAINING OF HEATER NOT WORKING AND SOMETIMES COOLANT TEMP FLUCUATES

*** 12/05/2017 11:10:31 ***
Web - Diagnostics created on 12/05/2017 11:10:31 and created by Dirk Farney
NOTICES ON COLD START ENGINE MISSFIRE IN #1 AND #3 THEN WILL CLEAR UP. COOLANT IS LOW. REMOVED PLENUM AND USED BORE SCOPE, FOUND THERE IS SOME COOLANT IN CYLINDER #3. I AM GOING TO REMOVE RIGHT CYLINDER HEAD UNLESS I AM INSTRUCED DIFFERENT .

*** 12/05/2017 11:38:00 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/05/2017 11:38:51 and created by Eric Patterson ***
1: Thank you for the information. Please pull the rear valve cover and try and torque down the cylinder head bolts and see if they will not tighten up, loose threads in the block for the head bolts.
2: Please let me know what the results are.
3: Please attach a picture of the valve train while the valve cover is off for the maintenance inspection, thank you...

*** 12/05/2017 14:26:11 ***
Web - Note created on 12/05/2017 14:26:11 and created by Dirk Farney
Took pic and have to remove cams to check head bolts , let you know when I am to that point

*** 12/05/2017 14:26:13 ***
151251266418975149349 4.jpg added by Dirk Farney on 12/05/2017 14:26:11

*** Web - Advice created on 12/05/2017 14:31:13 and created by Eric Patterson ***

1: Thank you for the update.

*** Service Alert Escalated to CA as: 12566856 on 12/06/2017 01:04:29 (PST)

*** 12/06/2017 10:00:56 ***
Web - Note created on 12/06/2017 10:00:56 and created by Dirk Farney
USED A 3/8 RATCHET AND FOUND THREE HEAD BOLTS THAT WILL TIGHTEN MORE AND ONE KEEPS TURNING.
THREADS IN BLOCK HAVE PULLED OUT

*** Web - Advice created on 12/06/2017 10:32:06 and created by Eric Patterson ***
1: Thank you for the information.
2: I have reviewed the pictures of the valve train. Based on the condition of the engine shown in the pictures you attached to the case it appears the engine has been maintained correctly. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
3: If proper maintenance and warranty are validated, Please close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 12/07/2017 08:07:20 ***
Web - Note created on 12/07/2017 08:07:19 and created by Dirk Farney
OPENED PWA AND HAVE RECEIVED APPROVAL

*** 12/07/2017 08:08:01 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Transfer to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 60,647

Prod Date: 10/15/2014 **Warranty Start Date:** 01/10/2015

Dealer/Contact Data:

Dealer: IN008 Evansville Kia

Phone: 8124730215 **FAX:** 8124744421

Contact: Dirk Farney Contact Title: Exclusive Kia Technician Service District: CE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **OTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 12/06/201711:11:42 ***
Contact = Dirk Farney, Priority = Standard, Sub Status = Dispatched

*** 12/06/201711:11:42 ***
Web - Problem Description created on 12/06/2017 11:11:42 and created by Dirk Farney
Coolant is low and looking head heat.

*** 12/06/201711:11:42 ***
Web- Diagnostics created on 12/06/201711:11:42 and created by Dirk Farney
Found coolant in cylinder #3, checked head bolts and 3 are loose and one will not tighten just keeps turning. Threads in block or loose, pulled out

*** 12/06/201711:11:44 ***
15125874078481232602324.jpg added by Dirk Farney on 12/06/2017 11:11:42

*** 12/06/201711:11:46 ***
15125874526213229185 12.jpg added by Dirk Farney on 12/06/201711:11:44

*** 12/06/201711:14:32 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin default

*** Web -Advice created on 12/06/2017 11:16:28 and created by Frank Lusic ***
1: Hello Dirk
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

00000000• ☐Replace the engine with a long block, if available; otherwise, please order a short block assembly

☐If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly) inspect the original cylinder head thoroughly to determine whether head replacement is required

DDDDDD□• DIf a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

2:• □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

□If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

□Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 12/06/201711:18:32 ***
PWA has been authorized by Frank Lusic

*** 12/06/201711:18:32 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 89,957

Prod Date: 04/02/2014 **Warranty Start Date:** 05/22/2014

Dealer/Contact Data:

Dealer: NY132 Fx Caprara Kia

Phone: 3157885427 **FAX:** 3157884054

Contact: Philip Janusheske **Contact Title:** Dual Technician **Service District:** EA11

Case Details:

Case Title: Engine Mechanical # oil in coolant

Symptom: Excessive Oil Consumption **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/07/2017 10:02:03 ***
Contact = Philip Janusheske, Priority = Standard, Sub Status = Dispatched

*** 12/07/2017 10:02:03 ***
Web - Problem Description created on 12/07/2017 10:02:03 and created by Philip Janusheske
I have a v-6 sorento with oil in the coolant but no coolant in the oil and oil is extremly low have we had any issues recently?

*** 12/07/2017 10:02:03 ***
Web - Diagnostics created on 12/07/2017 10:02:03 and created by Philip Janusheske
.

*** 12/07/2017 10:15:17 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/07/2017 10:17:47 and created by Frank Lusic ***
1: Hello Phillip
1, I have seen cases where the oil cooler will leak oil into the cooling system but I do not believe that this engine has one
2, on the 3.3 there have been cases where the threads will pull out of the block for the head bolts allowing coolant and oil to leak, to determine this you will need to remove the cam shafts, loosen all head bolts, if any are already loose then this one may be the one that is causing this concern, try re torqueing these bolts to determine if the threads in the block will hold, please report your findings
2: Also can you please attach a picture of the oil in the coolant recovery tank to this case, thank you

*** Case has been auto closed by the system on 01/07/2018 01:04:48 (PST)
*** 02/03/2018 09:28:32 ***
Case Number: XXXXXXXX Reopen Requested by Philip Janusheske.
Reason: [been very busy with engine recalls that needed to be finished by the year end and have finally gotten back to this vehicle and I have the results you requested.]

*** Service Alert Escalated to CA as: 12622819 on 02/04/2018 01:02:52 (PST)

*** 02/06/2018 08:39:12 ***
Reopened with Sub Status of Working

*** 02/06/2018 11:42:32 ***
Web - Note created on 02/06/2018 11:42:32 and created by Philip Janusheske
Ok I have removed the cams and checked all head bolts for looseness and found 2 head bolts loose in bank 1 and tried to re torque both the threads came right out on both bolts.I will send pics in a few minutes.

*** 02/06/2018 11:53:25 ***
Web - Note created on 02/06/2018 11:53:25 and created by Philip Janusheske
I attached photos

*** 02/06/2018 11:53:26 ***
151794659444431979682381.jpg added by Philip Janusheske on 02/06/2018 11:53:25

*** 02/06/2018 11:53:27 ***
1517946647986-1017886302.jpg added by Philip Janusheske on 02/06/2018 11:53:27

*** 02/06/2018 11:53:28 ***
151794668586312252782l8.jpg added by Philip Janusheske on 02/06/2018 11:53:27

*** Web - Advice created on 02/06/2018 13:10:23 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** Case has been auto closed by the system on 03/09/2018 01:09:40 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 50,084

Prod Date: 10/26/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly Kia

Phone: 7032632500 **FAX:** 7032664399

Contact: Paul Crouch **Contact Title:** Shop Foreman **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# external head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced block and machined

Case History

*** 12/08/2017 11:22:49 ***
Contact = Paul Crouch, Priority = Standard, Sub Status = Dispatched

*** 12/08/2017 11:22:49 ***
Web - Problem Description created on 12/08/2017 11:22:49 and created by Paul Crouch
customer states intermittenly heat is inop

*** 12/08/2017 11:22:49 ***
Web - Diagnostics created on 12/08/2017 11:22:49 and created by Paul Crouch
found coolant leak at rear cylinder head gasket.

*** 12/08/2017 11:30:51 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/08/2017 11:34:04 and created by Frank Lusic ***
1: Hello Paul
Based on this information the cylinder head or heads will need to be removed for inspection (on the bank that is leaking), There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 12/08/2017 13:00:07 ***
Web - Note created on 12/08/2017 13:00:07 and created by Paul Crouch
picture added . threads came out with cylinder head bolt

*** 12/08/2017 13:00:08 ***
20171208_155706.jpg added by Paul Crouch on 12/08/2017 13:00:07

*** Web - Advice created on 12/08/2017 14:10:59 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** Service Alert Escalated to CA as: 12570757 on 12/09/2017 01:04:25 (PST)

*** 01/04/2018 06:20:58 ***
Case Closed with Resolution Code: Deteriorated
Resolution Summary: replaced block and machined heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 50,084

Prod Date: 10/26/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly Kia

Phone: 7032632500 **FAX:** 7032664399

Contact: Paul Crouch **Contact Title:** Shop Foreman **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# - Case for Warranty Authorization

Symptom: Engine Stalling (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/12/2017 10:59:21 ***
Contact = Paul Crouch, Priority = Standard, Sub Status = Dispatched

*** 12/12/2017 10:59:21 ***
Web - Problem Description created on 12/12/2017 10:59:21 and created by Paul Crouch
head bolts pulled threads from block, head gaskets leaking

*** 12/12/2017 10:59:21 ***
Web - Diagnostics created on 12/12/2017 10:59:21 and created by Paul Crouch
tried to remove cylinder head. head bolt pulled threads from block

*** 12/12/2017 10:59:23 ***
20171212_135357.jpg added by Paul Crouch on 12/12/2017 10:59:21

*** 12/12/2017 11:32:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/12/2017 11:32:50 and created by Eric Patterson ***
1: I have reviewed the previous assistance case #__12570298_. The threads have been stripped out of the block causing the leakage.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- □Replace the engine with a long block, if available; otherwise, please order a short block assembly
- □If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required
- □If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the

intake runners, OCV, CVVTs, and timing components.

ODD ODD OD• ☐If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

☐Make sure all of th

*** 12/12/2017 11:34:43 ***
PWA has been authorized by Eric Patterson

*** 12/12/201711:34:43 ***
Case closed by Eric Patterson with Resolution Code: Faulty Component
[Resolution Summary]
PWAAuthorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 87,743

Prod Date: 09/04/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: ID009 George Gee Kia

Phone: 2086677416 **FAX:** 2086670815

Contact: Wayne Rockstrom **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/14/2017 13:12:55 ***
Contact = Wayne Rockstrom, Priority = Standard, Sub Status = Dispatched

*** 12/14/2017 13:12:55 ***
Web - Problem Description created on 12/14/2017 13:12:55 and created by Wayne Rockstrom
engine overheats and leaking coolant

*** 12/14/2017 13:12:55 ***
Web - Diagnostics created on 12/14/2017 13:12:55 and created by Wayne Rockstrom
pressure test cooling system, found leak on right rear bank head gasket, removed head and found 1 head bolt at rear of head loose, due to threads in block came out with bolt.

*** 12/14/2017 13:12:55 ***
12141701.PDF added by Wayne Rockstrom on 12/14/2017 13:12:55

*** 12/14/2017 13:17:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/14/2017 13:32:21 and created by Mike Ozonur ***
1: also since the vehicle overheated measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** Web - Advice created on 12/14/2017 13:36:16 and created by Mike Ozonur ***
1: • Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve

clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

•

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 01/04/2018 11:03:18 ***
PWA has been authorized by Mike Ozonur

*** 01/04/2018 11:03:18 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 64,540

Prod Date: 03/20/2013 **Warranty Start Date:** 06/13/2013

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly Kia

Phone: 7032632500 **FAX:** 7032664399

Contact: Casey Kerns **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Transfer to PWA

Case History

*** 12/18/2017 07:53:53 ***
Contact = Casey Kerns, Priority = Standard, Sub Status = Dispatched

*** 12/18/2017 07:53:53 ***
Web - Problem Description created on 12/18/2017 07:53:53 and created by Casey Kerns
CUSTOMER STATES THAT WHEN TURNING OFF VEHICLE AND EXITING, THEY CONTINUE TO HEAR THE FAN RUN AND THEY STATE THEY GO BACK INSIDE THE VEHICLE TO START IT UP AND TURN IT BACK OFF TO GET THE FAN TO TURN OFF.

*** 12/18/2017 07:53:53 ***
Web - Diagnostics created on 12/18/2017 07:53:53 and created by Casey Kerns
Will most likely advise customer that this is normal operation but i have been asked by my service manager to open a case on this as we have had issues similar to this complaint where customers have described this same concern along with overheating issues and we have even seen on where a car was leaking coolant around the head gasket, not this customer exactly but vehicles like this.

Have you heard of anything like this before?
Haven't reached out to customer for any info on possible overheating issues and i don't see any coolant leaking, just want to make sure...

*** 12/18/2017 08:02:19 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/18/2017 08:03:19 and created by Eric Patterson ***
1: Thank you for the information. Could you please add a picture of the leak if possible. Thanks.
2: If the vehicle has been serviced at your dealer and THE DEALER OBTAINS MOST OF THE OIL CHANGE RECIEPTS or the customer can provide enough, please attach a summary of maintenance OIL CHANGES to the case (OR) we will have to remove the valve cover (V6 front valve cover) and attach a picture of the valve train and the underside of the valve cover for maintenance verification.

*** 12/18/2017 10:58:51 ***
Web - Note created on 12/18/2017 10:58:51 and created by Casey Kerns
1. no visible leak shown but i did do a block check with a tester and fluid and the color did changing noting exhaust gases in the coolant.
2. Our records only indicate that they have had the vehicle serviced with us for a 60k service, I will ask customer for any more records but this is what i have so far

*** Web - Advice created on 12/18/2017 10:59:30 and created by Eric Patterson ***
1: Thank you for the information. So it did fail the block check. Which head is starting to show the signs of leakage?

*** 12/18/2017 16:50:21 ***
Web - Note created on 12/18/2017 16:50:21 and created by Casey Kerns
I attached a picture showing Cylinder 1 with coolant sitting inside the cylinder, disregard the time stamp as i have not set up the DATE/TIME on this scope

*** 12/18/2017 16:50:21 ***
PICT0002.JPG added by Casey Kerns on 12/18/2017 16:50:21

*** Web - Advice created on 12/19/2017 06:32:43 and created by Eric Patterson ***
1: Thank you great job. I have seen the head bolts stripped in the block previously for this concern. Please open the PWA case and when the engine is out of the vehicle please let me know when you try to tighten the head bolts around cylinder #1 if they just turn.
2: If proper maintenance and warranty are validated, Please close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 12/28/2017 06:59:44 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Transfer to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 81,406

Prod Date: 08/13/2014 **Warranty Start Date:** 10/15/2014

Dealer/Contact Data:

Dealer: ME002 Bill Dodge Kia

Phone: 2078543200 **FAX:** 2078574999

Contact: Kevin Danforth **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: MIL - PCM # - P0018

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: - Transfer to PWA

Case History

*** 12/19/2017 13:27:14 ***
Contact = Kevin Danforth, Priority = Standard, Sub Status = Dispatched

*** 12/19/2017 13:27:14 ***
Web - Problem Description created on 12/19/2017 13:27:14 and created by Kevin Danforth
i had a history code of p0018, after i shipped the customer he came back with a active code of p0018. customer complaint is a little bit of a rough idle and the mil. customer also told me the car sat for a few months then he needed it and drove it for a few weeks then got the oil changed. car came in full with brand new oil.

*** 12/19/2017 13:27:14 ***
Web - Diagnostics created on 12/19/2017 13:27:14 and created by Kevin Danforth
checked the cam sensor (tested good) tested the ckps (tested good), tested the ocv valves for both intakes (tested good), also had an after market oil filter i have already replaced. im getting an odd noise from the fuel pump that doesn't sound right. like its tapping wrong, i swapped a known good pump no change (no fuel issues either) i did find the tappet roller to not roll like a new one also swapped that no change in noise. while removing the lower intake to get at the ocv i found coolant in the second intake valve from the passenger side for cylinder 1. i then took the plug out and inspected the cylinder and found that it is very very clean looks almost new compared to the others. i did not find any coolant anywhere else. code is a bank 2 code tho. i have not found any issues that have solved the noise or may cause the lamp to be on. code is still there. valves have a lot of carbon on them.

*** 12/19/2017 13:30:09 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/19/2017 13:31:25 and created by Eric Patterson ***
1: Kevin,

Thank you for the information. Great find. Please remove the rear valve cover and try to re torque the head bolts down around cylinder #1 and let me know if any will not torque down, thank you...

*** 12/19/2017 13:39:03 ***

Web - Note created on 12/19/2017 13:39:03 and created by Kevin Danforth
do you think that this may cause the bank 2 issue? i will do it and update you

*** Web - Advice created on 12/19/2017 13:45:52 and created by Eric Patterson ***
1: Yes sir, I have seen the bolts strip from the block. If the bolt or bolts turn when you try and tighten them then the bolt has pulled the threads from the block.
2: Thanks, please let me know.

*** 12/20/2017 07:47:57 ***
Web - Note created on 12/20/2017 07:47:57 and created by Kevin Danforth
i have checked the head bolts. the two closest to the cam phaser on cylinder 1. one moved easier than the other but both moved.

*** Web - Advice created on 12/20/2017 07:52:38 and created by Eric Patterson ***
1: Thank you for the information. Please turn them until they are free and pull them out and attach a picture of the bolt threads to the case. Then we will need to open a PWA case for the engine replacement. Just the loose one should come right out.

*** 12/20/2017 10:19:21 ***
Web - Note created on 12/20/2017 10:19:21 and created by Kevin Danforth
Added bolt picture. Thank you

*** 12/20/2017 10:19:23 ***
151379390184431083 1983.jpg added by Kevin Danforth on 12/20/2017 10:19:21

*** Web - Advice created on 12/20/2017 10:59:37 and created by Eric Patterson ***
1: Thanks again, open the PWA case and order the engine. Please check the cylinder heads for warpage with a strait edge and make sure there is no warpage. If they are warped please document the specs on the repair order. Thank you....
2: If proper maintenance and warranty are validated, Please close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 12/27/2017 12:03:24 ***
Web - Note created on 12/27/2017 12:03:24 and created by Kevin Danforth
should i close this case before opening the pwa case?

*** Web - Advice created on 12/27/2017 12:35:56 and created by Eric Patterson ***
1: Yes please...

*** 12/27/2017 12:44:22 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: - Transfer to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 81,945

Prod Date: 05/15/2014 **Warranty Start Date:** 06/11/2014

Dealer/Contact Data:

Dealer: OR018 Ron Tonkin Kia

Phone: 5036649059 **FAX:** 5032583541

Contact: CHRISTOPH SCHAEFER **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Fluid Leak - Engine oil # oil in coolant reservoir

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 12/21/2017 10:27:38 ***
Contact = Nici Roots, Priority = Standard, Sub Status = Dispatched

*** 12/21/2017 10:27:38 ***
Web - Problem Description created on 12/21/2017 10:27:38 and created by Nici Roots
THE COOLANT RESERVOIR IS FULL OF OIL.

*** 12/21/2017 10:27:38 ***
Web - Diagnostics created on 12/21/2017 10:27:38 and created by Nici Roots
HAVE NOT BEGUN TO TAKE ENGINE APART. WAS LOOKING FOR SOME ADVICE ON WHERE TO START ASIDE FROM A PRESSURE TEST.

*** 12/21/2017 10:28:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/21/2017 10:28:57 and created by Brian Lall ***
1: Please check the engine oil and transmission fluid level and condition and note what you find in the case.
2: Please perform a block check, then with the engine at operating temp so the thermostat is open, remove the oil filter and carefully pressure test the cooling system (making sure not to get burned when removing the radiator cap or pressure testing). Note if you can see any coolant going into the oil filter housing and if the cooling system is loosing pressure. Thanks.

*** 12/22/2017 11:41:19 ***
Web - Note created on 12/22/2017 11:41:19 and created by Nici Roots
CHECKED TRANS AND ENGINE OIL LEVELS AND THEY ARE GOOD. REMOVED OIL FILTER DURING PRESSURE TEST AND FOUND COOLANT IN THE OIL FILTER HOUSING. COOLING SYSTEM DOES NOT SEEM TO BE LOOSING PRESSURE. INSPECTED TRANS FLUID AND FOUND THAT IT IS DARK, BUT DOES NOT HAVE THE SAME SMELL THAT THE COOLANT DOES OF MOTOR OIL.

*** 12/22/2017 12:01:24 ***
Web - Note created on 12/22/2017 12:01:24 and created by Nici Roots

THE BLOCK TEST COLOR DID NOT CHANGE

*** Web - Advice created on 12/22/2017 12:58:43 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the oil filter housing and to flush all the oil out of the cooling system. Make sure to replace any components that are swollen or damaged from the oil contamination.

*** Case has been auto closed by the system on 01/22/2018 01:02:52 (PST)
*** 02/06/2018 15:15:21 ***
Case Number: XXXXXXXX Reopen Requested by Nici Roots.
Reason: [Vehicle has returned with same concern, apparent oil contamination of cooling system.
Please re-open and transfer case to Chris Schaefer.]

*** 02/07/2018 08:08:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/07/2018 08:08:36 and created by Brian Lall ***
1: Chris, thanks for letting me know the vehicle is back and you are now working on it. Please check the cooling system and engine for any coolant leaks internal or external and perform a block check. Let me know what you find. Thanks.

*** 02/07/2018 10:51:35 ***
Web - Note created on 02/07/2018 10:51:35 and created by CHRISTOPHER SCHAEFER
I have pressure tested the cooling system. The system holds pressure. The odd thing is, the leak appears to be one directional. There is oil in the cooling system, but no coolant in the engine oil or the transmission fluid.
Nici performed a block check during the last repair attempt. No leaks were found.

*** Web - Advice created on 02/07/2018 11:02:17 and created by Brian Lall ***
1: I am not sure what the cause of the mixing may be but the oil is generally under a higher pressure than the cooling system so it will go that way and not the other.
2: If you apply some regulated air pressure (not full shop pressure) to the oil dipstick tube are there any bubbles or signs of air in the radiator or cooling system?

*** 02/07/2018 14:24:24 ***
Web - Note created on 02/07/2018 14:24:24 and created by CHRISTOPHER SCHAEFER
I applied air pressure through the dipstick tube. No bubbles or movement of the coolant in the radiator.
I also removed the engine oil filter and applied air pressure through the lubrication system, also without any result.
It's looking more and more like we'll have to disassemble the engine and closely inspect the head gaskets, etc for the source of the leak.

*** Web - Advice created on 02/08/2018 06:05:21 and created by Brian Lall ***
1: Is the oil or transmission fluid level low at all?

*** 02/08/2018 07:58:52 ***
Web - Note created on 02/08/2018 07:58:52 and created by CHRISTOPHER SCHAEFER
The engine oil level was slightly low, maybe 1/4 to 1/2 quart.

*** Web - Advice created on 02/08/2018 08:31:24 and created by Brian Lall ***
1: It is unclear where the oil is coming from. It could be a porous block, bad casting, or even a damaged head gasket. Please contact your DPSM to find out if they want to authorize having you remove the heads and inspect to try and find the source or if they would like the engine replaced. Thanks.

*** 03/01/2018 09:51:16 ***
20180301_094900.jpg added by CHRISTOPHER SCHAEFER on 03/01/2018 09:51:11

*** 03/01/2018 09:51:19 ***
20180301_094827.jpg added by CHRISTOPHER SCHAEFER on 03/01/2018 09:51:16

*** 03/01/2018 09:54:03 ***
Web - Note created on 03/01/2018 09:54:03 and created by CHRISTOPHER SCHAEFER
I have removed the engine from the vehicle and torn it down. During disassembly, I found a headbolt on the left cylinder head,

between cylinders 4 and 6, was loose, not even finger tight. In fact, by comparison to the right bank, all the left bank bolts were loose.
The bolt in question is adjacent to an oil passage, and there is on oil stain on the head gasket within the water jacket area. I believe this is the source of the leak..
I have attached a couple of photos of the affected area to this case.

*** Web - Advice created on 03/01/2018 10:01:25 and created by Brian Lall ***
1: Thanks for the information. Please check the heads for warpage or damage. Let me know what you find.
2: Please also check the head bolts to see if the threads from the block were damaged or came out on the bolts. Please also try to inspect the bolt holes for signs the threads in the block have been damaged. Let me know what you find. Thanks.

*** 03/01/2018 10:19:58 ***
Web - Note created on 03/01/2018 10:19:58 and created by CHRISTOPHER SCHAEFER
I am sending the head out to the machine shop to make sure it's not warped.
The bolts came out clean, the threads on the bolts and in the block are in good condition. It appears they were never torqued correctly. There is no warranty history on this vehicle, so it's unlikely it's due to an unsuccessful repair.

*** Web - Advice created on 03/01/2018 10:24:02 and created by Brian Lall ***
1: I have seen damaged threads in the block for head bolts on this engine after overheating or at times even causing coolant or oil leaks. Please see if you can install a head bolt in the hole for the one that was loosest and see if it will torque to the first step of 27.5 ~ 30.4 lb-ft. Let me know if the bolt tightens or if it does not. Thanks.

*** Service Alert Escalated to CA as: 12648775 on 03/02/2018 01:06:14 (PST)

*** Case has been auto closed by the system on 04/01/2018 01:04:57 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 87,907

Prod Date: 04/16/2014 **Warranty Start Date:** 06/29/2014

Dealer/Contact Data:

Dealer: CA210 Ball Kia

Phone: 6194746431 **FAX:** 6194741517

Contact: carlos Cordova **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine Mechanical # - Case for Warranty Authorization

Symptom: Engine Stalling (General) **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 12/22/2017 10:52:28 ***
Contact = carlos cordova, Priority = Standard, Sub Status = Dispatched

*** 12/22/2017 10:52:29 ***
Web - Problem Description created on 12/22/2017 10:52:28 and created by carlos cordova
Customer states engine is overheating.

*** 12/22/2017 10:52:29 ***
Web - Diagnostics created on 12/22/2017 10:52:29 and created by carlos cordova
Inspection found low coolant pressure test system found coolant leak at head gasket front of head. Remove heads and sent to machine shop and overhauled heads. States to install and head bolts on right head pulled threads. In three holes

*** 12/22/2017 11:16:03 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/22/2017 11:19:21 and created by Eric Patterson ***
1: Please attach pictures of the head bolts and the block problem and please attach them to the case, thank you.

*** Web - Advice created on 12/22/2017 11:21:07 and created by Eric Patterson ***
1: Also, to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the Service Manager and Parts Manager.

*** 12/22/2017 12:19:00 ***
Web - Note created on 12/22/2017 12:19:00 and created by carlos cordova
Attached picture and form

*** 12/22/2017 12:19:01 ***
151397385469112703794 81.jpg added by carlos cordova on 12/22/2017 12:19:00

*** 12/22/2017 12:19:03 ***

15139738885571955359483.jpg added by carlos cordova on 12/22/2017 12:19:01

*** Web -Advice created on 12/22/2017 13:51:07 and created by Eric Patterson***
1: Thank you for the information, The core form is filled out. Thank you for the pictures of the stripped out bolts. Please replace the short block and re use the heads if possible.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

□Replace the engine with a long block, if available; otherwise, please order a short block assembly

□If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required

□If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (rf any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

3: • □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
ODO ODO□□• □If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

□Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 12/22/201713:53:26 ***
PWA has been authorized by Eric Patterson

*** 12/22/201713:53:26 ***
Case closed by Eric Patterson with Resolution Code: Faulty Component
[Resolution Summary]
PWAAuthorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 53,041

Prod Date: 05/07/2013 **Warranty Start Date:** 07/02/2013

Dealer/Contact Data:

Dealer: FL141 Jenkins Kia of Gainesville

Phone: 3523715801 **FAX:** 3522253052

Contact: STEVEN VOGT **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Unusual Noise - Engine #

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace engine

Case History

*** 12/27/2017 09:45:37 ***
Contact = STEVEN VOGT, Priority = Standard, Sub Status = Dispatched

*** 12/27/2017 09:45:37 ***
Web - Problem Description created on 12/27/2017 09:45:37 and created by STEVEN VOGT
engine making loud noise & smoking

*** 12/27/2017 09:45:37 ***
Web - Diagnostics created on 12/27/2017 09:45:37 and created by STEVEN VOGT
found no coolant in radiator, pressure tested cooling system, coolant leaking from between head & block behind starter. coolant in oil & has connecting rod bearing noise from coolant mixing with oil.

*** 12/27/2017 09:51:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/27/2017 09:52:44 and created by Mike Ozonur ***
1: Please provide a video of the engine compartment showing the engine knocking and the VIN plate from the B pillar or the windshield in a continuous video, as this could potentially be reviewed by Warranty and if the video is not sufficient, the claim could be denied. Thanks
2: Please provide a picture of the leak area, please provide a picture of the valve train and customers maintenance records,.
3: Please provide a video of the smoke from the tailpipe and the VIN in one continuous video and attach it to the case, Thanks.

*** 12/27/2017 10:17:22 ***
Web - Note created on 12/27/2017 10:17:22 and created by STEVEN VOGT
here are some videos

*** 12/27/2017 10:17:24 ***
12-27-17 056.MOV added by STEVEN VOGT on 12/27/2017 10:17:22

*** 12/27/2017 10:17:38 ***
12-27-17 052.MOV added by STEVEN VOGT on 12/27/2017 10:17:24

*** 12/27/2017 10:17:48 ***
12-27-17 053.MOV added by STEVEN VOGT on 12/27/2017 10:17:38

*** 12/27/2017 10:17:55 ***
12-27-17 054.MOV added by STEVEN VOGT on 12/27/2017 10:17:48

*** 12/27/2017 11:07:01 ***
Web - Note created on 12/27/2017 11:07:01 and created by STEVEN VOGT
maintenance was done here & we have the records.

*** Web - Advice created on 12/27/2017 12:43:09 and created by Mike Ozonur ***
1: please provide a picture of the valve train and the spark plugs and attach it to the case, Thanks

*** 12/27/2017 14:37:54 ***
Web - Note created on 12/27/2017 14:37:54 and created by STEVEN VOGT
pictures you asked for

*** 12/27/2017 14:37:55 ***
12-27-17b 001.JPG added by STEVEN VOGT on 12/27/2017 14:37:54

*** 12/27/2017 14:37:57 ***
12-27-17b 002.JPG added by STEVEN VOGT on 12/27/2017 14:37:55

*** 12/27/2017 14:37:58 ***
12-27-17b 005.JPG added by STEVEN VOGT on 12/27/2017 14:37:57

*** 12/27/2017 14:38:00 ***
12-27-17b 006.JPG added by STEVEN VOGT on 12/27/2017 14:37:58

*** 12/27/2017 14:38:01 ***
12-27-17b 003.JPG added by STEVEN VOGT on 12/27/2017 14:38:00

*** 12/27/2017 14:38:03 ***
12-27-17b 004.JPG added by STEVEN VOGT on 12/27/2017 14:38:01

*** Web - Advice created on 12/27/2017 14:55:41 and created by Mike Ozonur ***
1: Valve train shows that the vehicle is properly maintained, is seems the engine is running rough,

*** 12/28/2017 05:43:11 ***
Web - Note created on 12/28/2017 05:43:11 and created by STEVEN VOGT
it has a code p0306 now that I had to add coolant

*** Web - Advice created on 12/28/2017 06:50:07 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 12/28/2017 08:53:00 ***
Web - Note created on 12/28/2017 08:53:00 and created by STEVEN VOGT
what about the noise from the bottom end??

*** Web - Advice created on 12/28/2017 09:29:43 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 12/28/2017 10:24:04 ***
Web - Note created on 12/28/2017 10:24:04 and created by STEVEN VOGT

ok, i'll get back to you when I get it apart.

*** Web - Advice created on 12/28/2017 10:26:24 and created by Mike Ozonur ***
1: OK thanks

*** 01/08/2018 11:27:47 ***
Web - Note created on 01/08/2018 11:27:47 and created by STEVEN VOGT
when taking apart cylinder head bolt came out by fingers. cylinder head & block warped can get a 0.006mm feeler gauge between straight edge & surfaces

*** Web - Advice created on 01/08/2018 13:08:46 and created by Mike Ozonur ***
1: Based on the information you provided, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it.

*** 01/09/2018 06:59:23 ***
Web - Note created on 01/09/2018 06:59:23 and created by STEVEN VOGT
can't get reman long block only new is it ok to use new???

*** Web - Advice created on 01/09/2018 07:36:28 and created by Mike Ozonur ***
1: Check with your DPSM.
Based on the information you provided, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it.

*** 01/09/2018 07:49:12 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 81,406

Prod Date: 08/13/2014 **Warranty Start Date:** 10/15/2014

Dealer/Contact Data:

Dealer: ME002 Bill Dodge Kia

Phone: 2078543200 **FAX:** 2078574999

Contact: Kevin Danforth **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: MIL - PCM # - P0018 - Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Denied. DSA Level A. No

Case History

*** 12/29/2017 04:00:29 ***
Contact = Kevin Danforth, Priority = Standard, Sub Status = Dispatched

*** 12/29/2017 04:00:30 ***
Web - Problem Description created on 12/27/2017 13:04:56 and created by Kevin Danforth
code p0018, engine noise. tech line 12580107. i found the head bolts by cylinder 1 to be loose. rec replacing short block.

*** 12/29/2017 04:00:30 ***
Web - Diagnostics created on 12/27/2017 13:04:57 and created by Kevin Danforth
please see tech line case number 12580107. i have added the wrty143 to this case. thank you

*** 12/29/2017 04:00:40 ***
PWA NGUYEN (4622668).pdf added by Kevin Danforth on 12/29/2017 04:00:30

*** 12/29/2017 06:03:47 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/29/2017 06:08:24 and created by Greg Phillips ***
1: Kevin, sorry the Agent handling your assistance case missed this, but your dealership is a DSA Level A dealership. This means that you are self authorizing and do not require prior Warranty authorization, as long as it is not an SC147 related case. If your diagnosis has determined that the component has failed, has not been neglected or damaged due to impact, is not a used or junk yard part, and you have verified that the warranty is valid and all necessary services have been performed, then replace as necessary. I am going to close and deny this PWA case since your dealership does not require a PWA case.

*** 12/29/2017 13:08:54 ***
Web - Note created on 12/29/2017 13:08:54 and created by Kevin Danforth
ok thank you.

*** 12/29/2017 15:03:32 ***
PWA has been denied by Greg Phillips

*** 12/29/2017 15:03:32 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Denied. DSA Level A. No PWA required.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 86,960

Prod Date: 03/26/2013 **Warranty Start Date:** 04/18/2013

Dealer/Contact Data:

Dealer: NJ076 Raceway Kia of Freehold

Phone: 7324624422 **FAX:** 7329846767

Contact: Frank Kopp **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization.

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/28/2017 07:09:03 ***
Contact = Frank Kopp, Priority = Standard, Sub Status = Dispatched

*** 12/28/2017 07:09:03 ***
Web - Problem Description created on 12/28/2017 07:09:03 and created by Frank Kopp
Engine burning coolant,found coolant in engine oil

*** 12/28/2017 07:09:03 ***
Web - Diagnostics created on 12/28/2017 07:09:03 and created by Frank Kopp
Found exhaust gas comming from radiator with cap off,no coolant in system.Removed valve cover,found coolant in oil

*** 12/28/2017 07:09:05 ***
151447355643313076651 99.jpg added by Frank Kopp on 12/28/2017 07:09:03

*** 12/28/2017 07:09:07 ***
151447366132817116225 45.jpg added by Frank Kopp on 12/28/2017 07:09:05

*** 12/28/2017 07:25:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/28/2017 07:28:36 and created by Mike Ozonur ***
1: Please perform compression and leak down test,

*** 12/28/2017 09:14:15 ***
Web - Note created on 12/28/2017 09:14:15 and created by Frank Kopp
cyl1 80 psi... cyl2 180psi.... cyl3 75psi cyl4 185psi...cyl5 100 psi..cyl6 190psi.. leak down in cyl#'s 1 3 and 5 leaked into radiator. 2 4 and 6 all around 2 %

*** Web - Advice created on 12/28/2017 09:52:40 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler

gauge.

*** 01/16/2018 11:13:18 ***
Web - Note created on 01/16/2018 11:13:18 and created by Frank Kopp
removed cyl. heads. found head gasket blown, deck surfaces on block and head straight. tried to assemble heads back on engine with new gaskets and bolts, bolts will not re torque on 6 of holes,threads pull right out.

*** Web - Advice created on 01/16/2018 12:06:48 and created by Mike Ozonur ***
1: • Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 01/16/2018 12:08:42 ***
PWA has been authorized by Mike Ozonur

*** 01/16/2018 12:08:42 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 79,406

Prod Date: 05/17/2014 **Warranty Start Date:** 06/28/2014

Dealer/Contact Data:

Dealer: NY093 Fuccillo Kia of Clay

Phone: 3156579000 **FAX:** 3156579011

Contact: Dann Johnson **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: Engine Mechanical # - Knocking - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/29/2017 10:35:41 ***
Contact = Dann Johnson, Priority = Standard, Sub Status = Dispatched

*** 12/29/2017 10:35:41 ***
Web - Problem Description created on 12/29/2017 10:35:21 and created by Dann Johnson
customer complained vehicle overheats/ coolant leak. found radiator leaking. replaced radiator and test drove. noticed white smoke from tailpipe and rod knock under acceleration.

*** 12/29/2017 10:35:41 ***
Web - Diagnostics created on 12/29/2017 10:35:21 and created by Dann Johnson
pressure test verified coolant leaking from radiator. found evidence of blown head gasket, white smoke from tailpipe and coolant in engine oil. also has loud rod knock under acceleration.

*** 12/29/2017 10:37:00 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 12/29/2017 10:41:30 and created by Eric Patterson ***
1: Thank you for the information. Please perform a block check and attach a picture of the color of the fluid to the case or add a picture of the color of the oil or a picture of the head gasket leakage to the case for review.

Please also add a picture of the valvetrain of the front cylinder head for maintenance verification.

*** 12/29/2017 11:18:55 ***
Web - Note created on 12/29/2017 11:18:55 and created by Dann Johnson
i have attached several pics of the block test and oil condition. i prefer not to remove the valve cover and disable this vehicle as we have 4 feet of snow in our parking lot and currently cannot push cars. please let me know if this is acceptable. thank you

*** 12/29/2017 11:18:56 ***
Resized_20171229_135504.jpeg added by Dann Johnson on 12/29/2017 11:18:56

*** 12/29/201711:18:57 ***
Resized_20171229_135916.jpeg added by Dann Johnson on 12/29/201711:18:56

*** 12/29/201711:18:58 ***
Resized_20171229_140146.jpeg added by Dann Johnson on 12/29/201711:18:57

*** 12/29/201711:18:59 ***
Resized_20171229_140212.jpeg added by Dann Johnson on 12/29/201711:18:58

*** 12/29/201711:19:00 ***
Resized_20171229_141258.jpeg added by Dann Johnson on 12/29/201711:18:59

*** Web -Advice created on 12/29/2017 11:42:22 and created by Eric Patterson***
1: Thank you for all the attachments. Since this is a block failure possibly due to stripped head threads the maintenance has not had an affect on the engine. I can see the milky build up on the oil cap. Thank you again.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

☐Replace the engine with a long block, if available; otherwise, please order a short block assembly

☐If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required

☐If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (rf any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

3: • ☐Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
ODD ODDDD• ☐If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

☐Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 12/29/201711:44:44 ***
PWA has been authorized by Eric Patterson

*** 12/29/201711:44:44 ***
Case closed by Eric Patterson with Resolution Code: Faulty Component
[Resolution Summary]
PWAAuthorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 65,772

Prod Date: 09/14/2013 **Warranty Start Date:** 10/05/2013

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: Ruben Gonzalez **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Four of the eight head bolts

Case History

*** 01/05/2018 08:55:20 ***
Contact = Ruben Gonzalez, Priority = Standard, Sub Status = Dispatched

*** 01/05/2018 08:55:20 ***
Web - Problem Description created on 01/05/2018 08:55:20 and created by Ruben Gonzalez
customer brought vehicle in for routine oil change and lube technician spotted that vehicles head on bank 1 is leaking oil and coolant. customer has no complaint about car having any symptoms due to head gasket leak.

*** 01/05/2018 08:55:20 ***
Web - Diagnostics created on 01/05/2018 08:55:20 and created by Ruben Gonzalez
visually inspected the vehicles leak and sure enough the leak looks exactly like all the recent head gasket leaks I have been doing. it appears to be the leak caused by the head bolts pulling threads but further diag can be performed if necessary. please advise on how to proceed.

*** 01/05/2018 08:56:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** 01/05/2018 08:59:35 ***
1515171523247149995533.jpg added by Ruben Gonzalez on 01/05/2018 08:59:34

*** 01/05/2018 08:59:36 ***
1515171547326999252135.jpg added by Ruben Gonzalez on 01/05/2018 08:59:35

*** 01/05/2018 09:02:01 ***
Web - Note created on 01/05/2018 09:02:01 and created by Ruben Gonzalez
photos has been submitted for your review.

*** 01/05/2018 09:06:43 ***
Web - Note created on 01/05/2018 09:06:43 and created by Ruben Gonzalez
Please advise on how to proceed.

*** Web - Advice created on 01/05/2018 09:06:35 and created by Mike Ozonur ***
1: Please remove the cylinder head and inspect.

*** 01/30/2018 14:41:03 ***
Web - Note created on 01/30/2018 14:41:03 and created by Ruben Gonzalez
upon removing head i found that 3 of the head bolts pulled threads. i made an attempt to torque them to factory spec and they did not budge. please advise on how to proceed

*** Web - Advice created on 01/30/2018 14:50:46 and created by Mike Ozonur ***
1: Please provide picture of the head bolts with thread pulled out with them thanks

*** 01/30/2018 14:57:07 ***
Web - Note created on 01/30/2018 14:57:07 and created by Ruben Gonzalez
Photo has been submitted for your review

*** 01/30/2018 14:57:08 ***
151735298371310502136l.jpg added by Ruben Gonzalez on 01/30/2018 14:57:07

*** Web - Advice created on 01/30/2018 14:58:11 and created by Mike Ozonur ***
1: This is not an approval to replace the engine assembly only a recommendation. check if warranty is still valid....
Recommend to replace he engine assembly, Replace the engine with a long block, if available; otherwise, please order a short block assembly
• If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,
• If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 01/30/2018 15:14:46 ***
Web - Note created on 01/30/2018 15:14:45 and created by Ruben Gonzalez
I confirmed with service advisor and vehicle is covered under warranty

*** 01/30/2018 15:27:37 ***
Web - Note created on 01/30/2018 15:27:37 and created by Ruben Gonzalez
do I have the approval to proceed with a pwa case?

*** Web - Advice created on 01/31/2018 07:35:00 and created by Mike Ozonur ***
1: If warranty is validated then yes open a PWA case to obtain approval to replace the engine assembly, as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it and close this case, Thanks

*** Case 12593907 is sent on 1/31/2018 7:50:27 by Brian Lall
To: BLall@Kiausa.com
Cc:
Title:

*** 02/08/2018 15:35:27 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Four of the eight head bolts had pulled threads and motor was leaking coolant and oil

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 49,094

Prod Date: 04/11/2013 **Warranty Start Date:** 03/14/2014

Dealer/Contact Data:

Dealer: NV009 Findlay Kia

Phone: 7022528900 **FAX:** 7022520001

Contact: Miguel Caro **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: stripped block at head bolt

Case History

*** 01/05/2018 14:05:45 ***
Contact = Miguel Caro, Priority = Standard, Sub Status = Dispatched

*** 01/05/2018 14:05:45 ***
Web - Problem Description created on 01/05/2018 14:05:45 and created by Miguel Caro
Customer states vehicle is leaking coolant, confirmed concern. Found cylinder head (closest to radiator) to be leaking from what appeared to be the head gasket.

*** 01/05/2018 14:05:45 ***
Web - Diagnostics created on 01/05/2018 14:05:45 and created by Miguel Caro
When removing the cylinder head found the head bolt on the corner the head was leaking to be loose. Once bolt was removed found the threads from the block to be attached to the head bolt.

*** 01/05/2018 14:39:19 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/05/2018 14:40:08 and created by Eric Patterson ***
1: Thank you we have seen this recently. Please replace the short block and the head bolts for the concern.

*** Service Alert Escalated to CA as: 12594642 on 01/06/2018 01:04:35 (PST)

*** Case has been auto closed by the system on 02/05/2018 01:03:46 (PST)
*** 02/08/2018 14:07:30 ***
Case Number: XXXXXXXX Reopen Requested by Miguel Caro.
Reason: [Completed short block replacement with heads inspected by machine shop. After pressure testing the cooling system found the right cylinder head to be leaking near the exhaust manifold.]

*** 02/08/2018 14:11:07 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/08/2018 14:11:33 and created by Eric Patterson ***
1: Does it look like its leaking from the exhaust manifold or the head gasket?

*** 02/08/2018 14:22:55 ***
Web - Note created on 02/08/2018 14:22:55 and created by Miguel Caro
It looks line the leak is coming from the head gasket on the head side.

*** Web - Advice created on 02/08/2018 14:47:22 and created by Eric Patterson ***
1: Thanks for the information, please send photos of the leak location when you get closer in the tear down process. Please check the cylinder bolts near that corner and make sure the block is ok. (threads) An strait edge the head and the block and inspect the gasket. Thanks

*** 02/08/2018 15:42:38 ***
Web - Note created on 02/08/2018 15:42:38 and created by Miguel Caro
I've attached a video of the leak.

*** 02/08/2018 15:42:39 ***
118644 leak.MOV added by Miguel Caro on 02/08/2018 15:42:38

*** Web - Advice created on 02/08/2018 15:54:49 and created by Eric Patterson ***
1: Perfect thank you. Please tear it down and let me know what you find.. Thank you Miguel

*** 02/09/2018 10:54:35 ***
Web - Note created on 02/09/2018 10:54:35 and created by Miguel Caro
Removed the cylinder head and inspected, found no apparent reason for the leak. head gasket looks good. No apparent cracks in block or head.

*** Web - Advice created on 02/09/2018 11:06:01 and created by Eric Patterson ***
1: Please check the cylinder head and the block with a strait edge and see if one of the 2 are warped or un even.

*** 02/09/2018 13:40:53 ***
Web - Note created on 02/09/2018 13:40:53 and created by Miguel Caro
Checked both the block and cylinder head. There appears to be no signs of warping in either component.

*** Web - Advice created on 02/09/2018 14:00:11 and created by Eric Patterson ***
1: Gasket looks ok as well?
Were all the bolts tight as far as the head bolts near the corner that was leaking? All the bolts torqued down properly?

*** 02/09/2018 15:22:40 ***
Web - Note created on 02/09/2018 15:22:40 and created by Miguel Caro
Gasket looked good except for a small crack, possibly caused when removing the head. All bolts were torqued as instructed in service manual. Bolt threads looked good as well.

*** Web - Advice created on 02/09/2018 15:33:35 and created by Eric Patterson ***
1: Thank you for the information, can you please add a picture to the case of the head gasket failure and please try the new head gasket.

*** 02/13/2018 07:23:07 ***
head gasket.jpeg added by Miguel Caro on 02/13/2018 07:23:05

*** 02/13/2018 07:26:19 ***
Web - Note created on 02/13/2018 07:26:19 and created by Miguel Caro
Pictures of the head gasket have been added and new gaskets have been ordered.

*** Web - Advice created on 02/13/2018 08:27:00 and created by Eric Patterson ***
1: Thanks for the update.

*** 02/28/2018 09:27:22 ***
Web - Note created on 02/28/2018 09:27:21 and created by Miguel Caro
Replaced head gasket and associated gaskets. Performed pressure test, no further leaks found. Thank you.

*** 02/28/2018 09:27:45 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: stripped block at head bolt locations

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 70,274

Prod Date: 06/19/2014 **Warranty Start Date:** 10/17/2014

Dealer/Contact Data:

Dealer: IA015 Billion Kia of Iowa City

Phone: 3195127930 **FAX:** 8884335044

Contact: Matt Norris **Contact Title:** Maintenance Technician **Service District:** CE10

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/08/2018 06:31:01 ***
Contact = Matt Norris, Priority = Standard, Sub Status = Dispatched

*** 01/08/2018 06:31:01 ***
Web - Problem Description created on 01/08/2018 06:31:01 and created by Matt Norris
customer has had to add two gallons of coolant to cooling system.

*** 01/08/2018 06:31:01 ***
Web - Diagnostics created on 01/08/2018 06:31:01 and created by Matt Norris
connected pressure tester to cooling system and found no external leaks. does not hold psi. checked the oil and found coolant.

*** 01/08/2018 07:25:15 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/08/2018 07:26:33 and created by Steven Okimura ***
1: Remove the valve cover and attach photos of the valve train to verify proper maintenance has been performed.
If okay, check for damaged head bolt threads in the block. Check for head bolts that break loose too easy and will not torque to specs.

*** 01/12/2018 11:08:31 ***
151578400137475046018 7.jpg added by Matt Norris on 01/12/2018 11:08:29

*** 01/12/2018 11:08:33 ***
151578404298114359159 26.jpg added by Matt Norris on 01/12/2018 11:08:31

*** 01/12/2018 11:14:04 ***
Web - Note created on 01/12/2018 11:14:04 and created by Matt Norris
Valve train looks good. I found 2 head bolts on bank 1 that will not torque down. They just spin.

*** Web - Advice created on 01/12/2018 12:09:49 and created by Steven Okimura ***
1: Thank you for the photo showing the engine was maintained properly.
Based on the information provided the engine should be replaced. You are required to open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** 01/19/2018 08:46:52 ***
Web - Note created on 01/19/2018 08:46:52 and created by Matt Norris
there is no long block available for this vehicle. do i need to get a short block and order heads seperate or just do a short block?

*** Web - Advice created on 01/19/2018 09:46:46 and created by Steven Okimura ***
1: Inspect the heads, if you find the cylinder heads are warped they should be replaced, Kia does not recommend resurfacing.

*** Service Alert Escalated to CA as: 12608491 on 01/20/2018 01:06:04 (PST)

*** Case has been auto closed by the system on 02/19/2018 01:04:13 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 51,571

Prod Date: 04/23/2013 **Warranty Start Date:** 07/15/2013

Dealer/Contact Data:

Dealer: HI002 Aloha Kia Leeward

Phone: 8087271978 **FAX:** 8086783144

Contact: justin gandule Contact Title: Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes **OTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced Engine

Case History

*** 01/08/2018 10:02:52 ***
Contact = justin gandule, Priority = Standard, Sub Status = Dispatched

*** 01/08/2018 10:02:52 ***
Web - Problem Description created on 01/08/2018 09:57:40 and created by justin gandule
customer states vehicle making clicking noise coming from the engine. customer states ac stopped blowing cold and temperature gauge went to hot. customer shut down vehicle. vehicle cooled down, customer restarted and saw white smoke from exhaust.

*** 01/08/2018 10:02:52 ***
Web - Diagnostics created on 01/08/2018 09:57:40 and created by justin gandule
inspected fluids and oil level checked ok although the coolant level was low. added coolant to radiator and perform coolant pressure test. unable to find any visible leaks. attempted to start vehicle, battery was bad. jumped started car and engine made alot of tapping noises from the cylinder head and white smoke was also visible at the exhaust. when trying to add more coolant and bleeding system, the coolant would just spit the coolant out of the radiator. shut vehicle down vehicle, scanned for any dtc's and code p0306 cylinder 6 misfire detected. removed intake manifold and removed ignition coils and spark plugs. inspected all plugs and snap shot a photo of each cylinder with a bore-scope. found that cylinder 6's spark plug was saturated and a bit water was on top of the piston. which shows signs of a blown head gasket.

*** 01/08/2018 10:02:52 ***
CYLINDER 6.JPG added by justin gandule on 01/08/2018 10:02:52

*** 01/08/2018 10:06:54 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin Default

*** Web -Advice created on 01/08/201810:15:28 and created by Mike Ozonur ***
1: Please provide a video of the smoke from the tailpipe and the VIN in a continuous video.
provide a picture of the spark plugs.
Provide a picture of the valve train,

*** Service Alert Escalated to CA as: 12596620 on 01/09/2018 01:04:34 (PST)

*** 01/10/2018 17:57:21 ***
20180108_160501.mp4 added by justin gandule on 01/10/2018 17:56:56

*** 01/10/2018 17:57:22 ***
20180110_152334.jpg added by justin gandule on 01/10/2018 17:57:21

*** 01/10/2018 17:57:24 ***
20180110_152450.jpg added by justin gandule on 01/10/2018 17:57:23

*** 01/10/2018 17:57:26 ***
20180110_152609.jpg added by justin gandule on 01/10/2018 17:57:24

*** 01/10/2018 17:57:27 ***
20180110_152623.jpg added by justin gandule on 01/10/2018 17:57:26

*** Web - Advice created on 01/11/2018 07:01:04 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 01/25/2018 13:32:50 ***
Web - Note created on 01/25/2018 13:32:50 and created by justin gandule
Removed both cylinder heads and no signs of cracks or damages on cylinder head or block. although during removal of cylinder heads, found that the 2 head bolts on the rear side of bank 2 cylinder heads were striped and wasn't as tight to be removed as the rest of the head bolts. when the cylinder heads were removed noticed that bank 2 cylinder head gasket was warp on the rear side of the head where the bolts were striped. used a precision straight edge and measured with filler gauge on both cylinder heads and block for any warp age. cylinder heads flatness checked OK and with in specs.

*** 01/25/2018 13:32:52 ***
20180124_101205.jpg added by justin gandule on 01/25/2018 13:32:50

*** 01/25/2018 13:32:54 ***
20180124_101156.jpg added by justin gandule on 01/25/2018 13:32:52

*** Web - Advice created on 01/25/2018 14:58:22 and created by Mike Ozonur ***
1: Based on information you provided engine needs to be replaced, if the warranty is still valid you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it.

*** 02/12/2018 09:26:57 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 56,247

Prod Date: 11/25/2013 **Warranty Start Date:** 06/10/2014

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 **FAX:** 8282989856

Contact: ALDEN FREEMAN **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine Mechanical # no heat

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced long block

Case History

*** 01/11/2018 08:55:04 ***
Contact = ALDEN FREEMAN, Priority = Standard, Sub Status = Dispatched

*** 01/11/2018 08:55:04 ***
Web - Problem Description created on 01/11/2018 08:43:17 and created by ALDEN FREEMAN
When the heat is on high vehicle will blow cool air.

*** 01/11/2018 08:55:04 ***
Web - Diagnostics created on 01/11/2018 08:43:17 and created by ALDEN FREEMAN
Verified customer concern that the heat isn't working properly. Checked coolant level in overflow tank level is full. Removed radiator cap to find radiator was less than half full. Filled
radiator up and let the vehicle run to remove any air in system. Upon revving the engine noticed bubbles in the overflow tank. After revving a few times coolant began spraying out
of overflow tank. Removed radiator cap after letting vehicle cool down and an excessive amount of pressure was released into overflow and could smell gas in radiator. Tested
coolant to find combustion in coolant. No signs of vehicle over heating but definitely has signs of faulty head gasket.

*** 01/11/2018 09:03:38 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/11/2018 09:06:41 and created by Frank Lusic ***
1: Hello Alden
We need to check to see if any of the threads for the head bolts are pulled out of the block
Please remove the cam shafts, check to see if any of the head bolt are loose,
then loosen all of the head bolts, then re torque them to see if the threads pull out of the block

*** 01/18/2018 12:43:11 ***
Web - Note created on 01/18/2018 12:43:11 and created by ALDEN FREEMAN
Found head bolts 5 and 6 according to the head removal procedure on the left side head (bank 2) that are loose. Tried to re torque bolts but head bolts didn't tighten down just kept

spinning.

*** Web - Advice created on 01/18/2018 13:54:44 and created by Frank Lusic ***
1: Based on the information you have provided the engine will need to be replaced, Since your dealership is a DSA dealer PWA approval is not necessary. Based on this this case will be denied, Thank you

*** 01/25/2018 05:43:47 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 42,987

Prod Date: 08/17/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: PA100 Baierl Kia

Phone: 7244724506 **FAX:** 7247411285

Contact: ROGER KENNEDY **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 01/11/2018 10:53:26 ***
Contact = ROGER KENNEDY, Priority = Standard, Sub Status = Dispatched

*** 01/11/2018 10:53:26 ***
Web - Problem Description created on 01/11/2018 10:48:11 and created by ROGER KENNEDY
Customer states no heat from heater pressure test found coolant leaking from head gasket bank 1 Disassembly found threads pulled out of block for head bolts

*** 01/11/2018 10:53:26 ***
Web - Diagnostics created on 01/11/2018 10:53:26 and created by Siebel eSupport
None

*** 01/11/2018 10:53:27 ***
15156965866731518262 98.jpg added by ROGER KENNEDY on 01/11/2018 10:53:26

*** 01/11/2018 10:57:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/11/2018 10:58:12 and created by Greg Phillips ***
1: Roger, please attach a photo of the valve train as well. For maintenance verification.

<For Internal Use Only
core data sheet is complete>

*** 01/11/2018 11:47:15 ***
15156998031393871161 40.jpg added by ROGER KENNEDY on 01/11/2018 11:47:13

*** 01/11/2018 11:47:17 ***
15156998540881084504888.jpg added by ROGER KENNEDY on 01/11/2018 11:47:15

*** 01/11/2018 11:47:20 ***
151569978563357466543.jpg added by ROGER KENNEDY on 01/11/2018 11:47:17

*** Web - Advice created on 01/11/2018 13:39:34 and created by Greg Phillips ***
1: Your completed and signed WRTY143 core data form has been reviewed. Based on the information you have provided, you are authorized to replace the engine. Note:

- Replace engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect thoroughly to determine if head replacement is required

- If a cylinder head is required, re-use any parts that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason on your hard copy and replace the component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the manifold with a NEW one.

*** 01/11/2018 13:39:54 ***
PWA has been authorized by Greg Phillips

*** 01/11/2018 13:39:54 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 42,612

Prod Date: 09/11/2013 **Warranty Start Date:** 09/29/2013

Dealer/Contact Data:

Dealer: NJ052 Nutley Auto Kia

Phone: 9736670500 **FAX:** 9736670059

Contact: STUART HORNER **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced block and cyl. heads

Case History

*** 01/11/2018 11:58:19 ***
Contact = STUART HORNER, Priority = Standard, Sub Status = Dispatched

*** 01/11/2018 11:58:19 ***
Web - Problem Description created on 01/11/2018 11:52:20 and created by STUART HORNER
veh was here on 12/26/17 coolent was leaking at thermostat housing replaced housing pressure test after repair no leaks gave back to cust. came back over heating pressure tested now leaking between cly head and block between cly 3 and 5 and 4and 6 externaly

*** 01/11/2018 11:58:19 ***
Web - Diagnostics created on 01/11/2018 11:58:19 and created by Siebel eSupport
pressure tested

*** 01/11/2018 12:26:01 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/11/2018 12:27:50 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case. If the engine is clean, check if the head bolts are loose and cannot be torqued to specs due to damaged threads in the block.Thank you

*** 01/11/2018 14:02:34 ***
20180111_164149.jpg added by STUART HORNER on 01/11/2018 14:02:32

*** 01/11/2018 14:02:36 ***
20180111_164141.jpg added by STUART HORNER on 01/11/2018 14:02:34

*** 01/11/2018 14:02:37 ***
20180111_164159.jpg added by STUART HORNER on 01/11/2018 14:02:36

*** 01/11/2018 14:04:18 ***
Web - Note created on 01/11/2018 14:04:17 and created by STUART HORNER
rear head bolts will not take tork

*** Service Alert Escalated to CA as: 12596920 on 01/12/2018 01:04:29 (PST)
*** Web - Advice created on 01/12/2018 04:59:04 and created by Steven Okimura ***
1: Thank you for the photo showing the engine was maintained properly.

Based on the information provided the engine should be replaced. You are required to open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** 01/31/2018 10:08:15 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced block and cyl. heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 84,391

Prod Date: 04/22/2013 **Warranty Start Date:** 10/14/2013

Dealer/Contact Data:

Dealer: MN014 Luther Kia of Bloomington

Phone: 9522588400 **FAX:** 9524650121

Contact: Alex Soderberg Contact Title: Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine Mechanical #

Symptom: Coolant Leak **OTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: DSA "A" status

Case History

*** 01/11/2018 12:08:02 ***
Contact = Alex Soderberg, Priority = Standard, Sub Status = Dispatched

*** 01/11/2018 12:08:02 ***
Web - Problem Description created on 01/11/2018 12:07:09 and created by Alex Soderberg
bank 2 head gasket leaking and also oil switch leaking. have started to pull head and valve covers, intake and oil intermixed with coolant and foamy. removed oil pan and metal in oil.
almost have cylinder head off but think this should get a motor

*** 01/11/2018 12:08:02 ***
Web - Diagnostics created on 01/11/2018 12:07:09 and created by Alex Soderberg
pressure tested and verified leak almost have bank one head but stopped due to evidense found during removal

*** 01/11/201812:50:02 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin Default

*** Web -Advice created on 01/11/2018 12:50:52 and created by Eric Patterson***
1: Please pull the valve cover and check the head bolts and see if any of them are loose and will not take a torque of 90 ft lbs. We have had cases where the block has stripped threads causing the head gasket leaks. Please also include a picture of the valvetrain for the maintenance verification.

*** Phone -Advice created on 01/12/201810:04:40 and created by Eric Patterson***
1: We have found three of the bolts are stripped in the block from the head bolts. There has been a lot of Metal throughout the engine. The cam lobes and journals are worn. The valves may be salvageable.
The cylinder heads are warped as well measuring .005. There is no longer a long block available for this application.
2: Please replace both chains and tensioners , camshafts, CVVT's and the OCV's, cylinder heads, reman short block and oil pump.

3: The vehicle also has a misfire when cold and the injectors are carbon fouled on the tips. Please replace the fuel injectors with the updated parts numbers in TSB FUE 035

*** Case has been auto closed by the system on 02/12/2018 01:03:57 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 85,746

Prod Date: 02/16/2013 **Warranty Start Date:** 03/14/2013

Dealer/Contact Data:

Dealer: NH015 Nashua Kia

Phone: 6038888080 **FAX:** 6038970352

Contact: nick bioren **Contact Title:** Dual Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: diagnose coolant flow and

Case History

*** 01/12/2018 12:26:29 ***
Contact = nick bioren, Priority = Standard, Sub Status = Dispatched

*** 01/12/2018 12:26:29 ***
Web - Problem Description created on 01/12/2018 12:26:29 and created by nick bioren
cust states coolant low and heat inop. was told head gasket inop

*** 01/12/2018 12:26:29 ***
Web - Diagnostics created on 01/12/2018 12:26:29 and created by nick bioren
found coolant low and bank 1 head gasket leaking coolant. was told about another vehicle about an issue with head bolts stripping out the treads in the block. before moving forward with head gasket i would like to know if the problem has anything to do with this vehicle

*** 01/12/2018 13:38:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/12/2018 13:39:44 and created by Steven Okimura ***
1: If you discover the head bolt threads are damaged in the block it could cause your concern. Verify the engine should be covered under warranty by removing the valve cover and attach photos of the valve train to the case. Check the had bolt torque, if the threads are damaged, the bolt will be loose and you will be unable to torque the bolt to specs.

*** Service Alert Escalated to CA as: 12602111 on 01/13/2018 01:06:09 (PST)

*** 01/26/2018 13:18:53 ***
Web - Note created on 01/26/2018 13:18:53 and created by nick bioren
a few of the head bolts turn very easily

*** 01/26/2018 13:44:48 ***

Web - Note created on 01/26/2018 13:44:48 and created by nick bioren
Please see attached valve train photos

*** 01/26/2018 13:44:48 ***
FLOODVALVETRAINPHOTOS.pdf added by nick bioren on 01/26/2018 13:44:48

*** Phone - Advice created on 01/26/2018 14:04:52 and created by Steven Okimura ***
1: Thank you for the photo showing the engine was maintained properly.

Spoke to Nick to verify he found several head bolt loose and would not torque down to specs. Advised to open a PWA case for approval to replace the long block. The service engineer requests to replace the long block, we will send a Bill of Lading as we would like to collect the long block for inspection.

*** 01/27/2018 04:54:19 ***
Case Closed with Resolution Code: Improper Torque
Resolution Summary: diagnose coolant flow and leak

*** Case 12601673 is sent on 1/30/2018 5:14:41 by Steven Okimura
To: NMoen@kiausa.com
Cc: DHowells@Kiausa.com; SOkimura@kiausa.com
Title: PDF file requested by Neal Moen

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 70,274

Prod Date: 06/19/2014 **Warranty Start Date:** 10/17/2014

Dealer/Contact Data:

Dealer: IA015 Billion Kia of Iowa City

Phone: 3195127930 **FAX:** 8884335044

Contact: Matt Norris **Contact Title:** Maintenance Technician **Service District:** CE10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/12/2018 14:14:19 ***
Contact = Matt Norris, Priority = Standard, Sub Status = Dispatched

*** 01/12/2018 14:14:19 ***
Web - Problem Description created on 01/12/2018 14:14:19 and created by Matt Norris
engine is consuming coolant. has had to add 2 gallons of coolant.

*** 01/12/2018 14:14:19 ***
Web - Diagnostics created on 01/12/2018 14:14:19 and created by Matt Norris
installed pressure tester and found pressure dropping. found coolant in oil. no external leaks. removed valve covers to inspect valve train. ok at this time. inspected head bolts and found two bolts on bank one not torqued and spinning.

*** 01/12/2018 14:25:52 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/12/2018 14:34:36 and created by Mike Ozonur ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 01/15/2018 07:14:30 ***
Web - Note created on 01/15/2018 07:14:30 and created by Matt Norris
i added the pwa form. thanks.

*** 01/15/2018 07:14:31 ***
pwa1-15.pdf added by Matt Norris on 01/15/2018 07:14:30

*** Web - Advice created on 01/15/2018 07:59:09 and created by Mike Ozonur ***
1: • Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 01/15/2018 08:00:21 ***
PWA has been authorized by Mike Ozonur

*** 01/15/2018 08:00:21 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 67,229

Prod Date: 02/27/2014 **Warranty Start Date:** 05/05/2014

Dealer/Contact Data:

Dealer: CT026 Michael Kia

Phone: 8604491242 **FAX:** 8604491292

Contact: Brian Williams **Contact Title:** Dual Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/16/2018 09:03:33 ***
Contact = Brian Williams, Priority = Standard, Sub Status = Dispatched

*** 01/16/2018 09:03:33 ***
Web - Problem Description created on 01/16/2018 09:03:33 and created by Brian Williams
VEHICLE ARRIVED WITH COOLANT LEAK, C/S OVERHEATED AND WAS TOLD AT ANOTHER SHOP THE FAN WASN'T WORKING. CONFIRMED COOLANT LEAK PAST THE HEAD GASKET ON THE CORNER OF CYL. #6. MACHINE SHOP FOUND A CRACK IN THAT CYLINDER HEAD. BANK ONE HEAD TESTED OK, IT APPEARED THERE MAY HAVE BEEN SEEPAGE PAST THE GASKET ON THE EXHAUST SIDE AND THERE IS SOME FLAKING AWAY OF THE OUTER CASTING AT CYL. 3, ABOUT A 1" CHIP MISSING LOW ON THE HEAD, APPROX. 1/8" DEEP. SHOULD BANK ONE HEAD BE REPLACED ALONG WITH BANK TWO OR RE-USED?
ANY COOLING FAN ISSUE HAS YET TO BE CONFIRMED, FAN RUNS OK WITH 12V APPLIED.

*** 01/16/2018 09:03:33 ***
Web - Diagnostics created on 01/16/2018 09:03:33 and created by Brian Williams
CYLINDER HEAD REMOVAL AND PRESSURE TESTING. FLATNESS CHECK ON HEADS AND ENGINE BLOCK OK. SOME GASKET MATERIAL CAME OFF BLOCK SIDE OF HEAD GASKET ON BANK TWO WHERE LEAK WAS OBSERVED.

*** 01/16/2018 09:20:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/16/2018 09:32:06 and created by Mike Ozonur ***
1: How were the head bolts, were any of them loose,

*** 01/16/2018 09:43:10 ***
Web - Note created on 01/16/2018 09:43:10 and created by Brian Williams
TWO HEAD BOLTS WERE LOOSE ON BANK TWO, ONE IN THE EXH. CORNER OF #6 AND ONE ON THE INTAKE SIDE BETWEEN #4 AND #6. BOLT TORQUE WAS UNEVEN ON BANK ONE, THE OUTSIDE BOLTS WERE VERY TIGHT AND THE INSIDE BOLTS THREADED OUT NORMALLY.

*** Web - Advice created on 01/16/2018 10:52:41 and created by Mike Ozonur ***
1: The recommendation is to replace the engine assembly, if long block is not available then replace the short block and the cylinder heads and all damaged and faulty components.

*** 01/16/2018 11:43:14 ***
Web - Note created on 01/16/2018 11:43:14 and created by Brian Williams
HEADS AND LONG BLOCK ARE ORDERED, WE ARE WAITING TO LEARN THE ETA ON THE BLOCK.

*** Web - Advice created on 01/16/2018 12:13:56 and created by Mike Ozonur ***
1: OK thanks

*** 01/17/2018 05:29:37 ***
Web - Note created on 01/17/2018 05:29:37 and created by Brian Williams
Cylinder block was placed on back order, no eta at this time.

*** Web - Advice created on 01/17/2018 06:09:42 and created by Mike Ozonur ***
1: Ok thanks for the information.

*** Case has been auto closed by the system on 02/17/2018 01:07:48 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 64,785

Prod Date: 09/11/2013 **Warranty Start Date:** 12/20/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Justin Dimapasoc **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: head gasket failure

Case History

*** 01/18/2018 10:20:01 ***
Contact = Justin Dimapasoc, Priority = Standard, Sub Status = Dispatched

*** 01/18/2018 10:20:01 ***
Web - Problem Description created on 01/18/2018 10:19:31 and created by Justin Dimapasoc
cust. states while driving frwy speeds noticed car lost power and temp gauge reading went high. also engine noise at idle (clanking noise)

*** 01/18/2018 10:20:01 ***
Web - Diagnostics created on 01/18/2018 10:19:31 and created by Justin Dimapasoc
first found smell of coolant under hood, found alot of coolant on top of trans. radiator had no coolant nor did resivior, filled radiator with water and performed pressure test. raised pressure to 20-25psi no severe leaks. but pressure would drop very slowly. decided to check for internal leaks and found severe coolant/oil build up in filler neck. My prognosis is started with coolant leak, causing overheating, blowing head gasket, now coolant poured into engine internally ... please see attachments, and advise on next step

*** 01/18/2018 10:20:03 ***
IMG_0027.JPG added by Justin Dimapasoc on 01/18/2018 10:20:02

*** 01/18/2018 10:21:30 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/18/2018 10:25:16 and created by Brian Lall ***
1: Please remove the spark plugs and check for coolant in the cylinders and remove the engine dipstick and check for signs of coolant on the dipstick and also note the oil level.

*** 01/18/2018 11:29:05 ***
Web - Note created on 01/18/2018 11:29:05 and created by Justin Dimapasoc
please see attachments

*** 01/18/2018 11:29:06 ***
IMG_0032.JPG added by Justin Dimapasoc on 01/18/2018 11:29:05

*** 01/18/2018 11:29:08 ***
IMG_0031.JPG added by Justin Dimapasoc on 01/18/2018 11:29:06

*** 01/18/2018 11:29:10 ***
IMG_0033.JPG added by Justin Dimapasoc on 01/18/2018 11:29:08

*** 01/18/2018 11:29:11 ***
IMG_0034.JPG added by Justin Dimapasoc on 01/18/2018 11:29:10

*** Web - Advice created on 01/18/2018 12:42:00 and created by Brian Lall ***
1: Thanks for the pictures. It is hard to tell since they are not clear but to me it looks like there was pitting and damage to one piston and coolant in the other cylinder. Is that correct?

*** 01/18/2018 13:16:30 ***
Web - Note created on 01/18/2018 13:16:30 and created by Justin Dimapasoc
yes. sorry that was the clearest picture i can get

*** Web - Advice created on 01/18/2018 13:20:13 and created by Brian Lall ***
1: I know it was a bore scope picture, no worries. Thanks for confirming. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL. Make sure to verify all cooling system components are not leaking and the fans are working as designed after the repair or the new engine may become damaged.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** 02/02/2018 14:51:12 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: head gasket failure

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 60,832

Prod Date: 05/08/2013 **Warranty Start Date:** 08/27/2013

Dealer/Contact Data:

Dealer: CT032 Napoli Kia

Phone: 2037835850 **FAX:** 2033015044

Contact: TRAVIS ST CLAIR **Contact Title:** Dual Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 01/18/2018 12:31:38 ***
Contact = TRAVIS ST CLAIR, Priority = Standard, Sub Status = Dispatched

*** 01/18/2018 12:31:38 ***
Web - Problem Description created on 01/18/2018 12:31:38 and created by TRAVIS ST CLAIR
vehicle overheating

*** 01/18/2018 12:31:38 ***
Web - Diagnostics created on 01/18/2018 12:31:38 and created by TRAVIS ST CLAIR
pressure tested cooling system found head warped
head bolts not reaching 30ft lbs torque
threads in block pulled out with headbolt removal
techline case12569837 pics attached

*** 01/18/2018 13:03:07 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/18/2018 13:06:42 and created by Frank Lusic ***
1: hello Travis

Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

Please add a case note so I will be made aware that the form is there, Thank you

*** 01/18/201814:50:15 ***
Web - Note created on 01/18/2018 14:50:15 and created by TRAVIS ST CLAIR
Core sheet added

*** 01/18/201814:50:16 ***
151631577001915276444 2.jpg added by TRAVIS ST CLAIR on 01/18/2018 14:50:15

*** Web -Advice created on 01/18/201815:00:24 and created by Frank Lusic ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
1,Replace the engine with a long block, if available; otherwise, please order a short block assembly2,If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required□○□If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.4, Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CWTs, and timing components. 5, If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.6, The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
7, Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Tha

*** 01/18/201815:00:53 ***
PWA has been authorized by Frank Lusic

*** 01/18/201815:00:53 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 79,479

Prod Date: 08/02/2013 **Warranty Start Date:** 11/02/2013

Dealer/Contact Data:

Dealer: MO024 Suntrup Kia of West County

Phone: 6365912900 **FAX:** 6365912913

Contact: Tim Kaveney **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/23/2018 06:59:29 ***
Contact = Tim Kaveney, Priority = Standard, Sub Status = Dispatched

*** 01/23/2018 06:59:29 ***
Web - Problem Description created on 01/23/2018 06:59:29 and created by Tim Kaveney
Coolant leak.found rear head gasket leaking.taking the head off I found that head bolts #2 3 7 where not tight as the other head bolts and that is where it was leaking.now installing new head gasket when torquing head bolts #2 3 and 7 will not tighten up.

*** 01/23/2018 06:59:30 ***
Web - Diagnostics created on 01/23/2018 06:59:30 and created by Tim Kaveney
.

*** 01/23/2018 07:11:15 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin defaults

*** Web - Advice created on 01/23/2018 07:18:45 and created by Sam Camarillo ***
1: You will need to replace the short block. Open a PWA case to get approval to replace the engine.

*** Service Alert Escalated to CA as: 12611850 on 01/24/2018 01:06:17 (PST)

*** Case has been auto closed by the system on 02/23/2018 01:05:06 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,479

Prod Date: 08/02/2013 **Warranty Start Date:** 11/02/2013

Dealer/Contact Data:

Dealer: MO024 Suntrup Kia of West County

Phone: 6365912900 **FAX:** 6365912913

Contact: Tim Kaveney **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 01/23/2018 07:43:14 ***
Contact = Tim Kaveney, Priority = Standard, Sub Status = Dispatched

*** 01/23/2018 07:43:14 ***
Web - Problem Description created on 01/23/2018 07:42:33 and created by Tim Kaveney
Head gasket was leaking when taking apart found head bolts 2 3 and 7 where not tight as the other head bolts and that is where it was leaking.now installing new head gasket when torquing head bolts 2 3 7 will not tighten up.

*** 01/23/2018 07:43:14 ***
Web - Diagnostics created on 01/23/2018 07:43:14 and created by Siebel eSupport
Replacing head gasket

*** 01/23/2018 07:55:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/23/2018 07:57:48 and created by Greg Phillips ***
1: Tim, please measure the head surface for warpage and attach one or two clear photos of the valve train (to verify maintenance). If you have only removed the one head, and cleaned it, please remove the other cover and get your photos from the other head. And please make sure that there are no other external leaks or fan issues that could have caused this to overheat.

If you have verified proper maintenance, verified that there is no build up in the engine or other signs of neglect, the engine has not sustained any external impact, it is not a used or junk yard motor, and the warranty is still valid according to Web DCS, please refer to warranty bulletin 2015-09 and attach the core data sheet WRTY143. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this PWA case before it can be approved.

*** 01/23/2018 08:33:56 ***
Web - Note created on 01/23/2018 08:33:55 and created by Tim Kaveney
Sent the head that was leaking to machine shop and got the all good

*** 01/23/2018 08:33:57 ***
1516725080419-42907651.jpg added by Tim Kaveney on 01/23/2018 08:33:56

*** 01/23/2018 09:02:45 ***
image2018-01-23-101051.pdf added by Tim Kaveney on 01/23/2018 09:02:45

*** Web - Advice created on 01/23/2018 09:25:16 and created by Greg Phillips ***
1: Your completed and signed WRTY143 core data form has been reviewed. Based on the information you have provided, you are authorized to replace the engine. Note:

- Replace engine with a short block assembly

- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect thoroughly to determine if head replacement is required

- If a cylinder head is required, re-use any parts that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason on your hard copy and replace the component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the manifold with a NEW one.

*** 01/23/2018 09:26:28 ***
PWA has been authorized by Greg Phillips

*** 01/23/2018 09:26:28 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 85,746

Prod Date: 02/16/2013 **Warranty Start Date:** 03/14/2013

Dealer/Contact Data:

Dealer: NH015 Nashua Kia

Phone: 6038888080 **FAX:** 6038970352

Contact: nick bioren **Contact Title:** Dual Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 01/27/2018 08:45:26 ***
Contact = nick bioren, Priority = Standard, Sub Status = Dispatched

*** 01/27/2018 08:45:26 ***
Web - Problem Description created on 01/27/2018 05:15:17 and created by nick bioren
CUSTOMER STATES CAR IS HAVING SOME HEAT ISSUE. BLOWING WARM, AND COLD ON AND OFF, TOOK VEHICLE TO HER MECHANIC AND HE SAID IT WAS THE HEAD GASKET.

*** 01/27/2018 08:45:26 ***
Web - Diagnostics created on 01/27/2018 05:15:18 and created by nick bioren
FOUND COOLANT VISIBLY LEAKING FROM BANK 1 HEAD GASKET. OPENED REPAIR ASSISTANCE CASE 12601673 VERIFIED POWERTRAIN WARRANTY COVERAGE PER ADVICE. INSPECTED PER ADVICE AND FOUND SOME OF THE HEAD BOLTS LOOSE AND UNABLE TO TORQUE DOWN TO SPECS. ATTACHED PHOTOS OF VALVE TRAIN PER ADVICE. ADVISED BY STEVEN OKIMURA TO OPEN PWA CASE.

*** 01/27/2018 08:52:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/27/2018 08:54:36 and created by Greg Phillips ***
1: Nick, can you tell me exactly which head bolts were loose? I will also need the completed and signed WRTY 143 core data sheet before I can authorize the engine.

*** 01/29/2018 06:07:03 ***
Web - Note created on 01/29/2018 06:07:03 and created by nick bioren
the first second and forth bolts on the exhaust side of bank one are leaking. the second and forth bolts on the intake side of bank one are loose

*** Web - Advice created on 01/30/2018 06:19:10 and created by Greg Phillips ***
1: Thanks Nick. Please attache the completed and signed WRTY 143 core data sheet.

*** 01/30/2018 08:28:00 ***
Web - Note created on 01/30/2018 08:28:00 and created by nick bioren
Please see attached PDF of WRTY 143 Core Data Sheet. Thanks.

*** 01/30/2018 08:28:01 ***
23307wrty143.pdf added by nick bioren on 01/30/2018 08:28:01

*** Web - Advice created on 01/30/2018 08:45:34 and created by Greg Phillips ***
1: Your completed and signed WRTY143 core data form has been reviewed. Based on the information you have provided, you are authorized to replace the engine. Note:

- Replace engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect thoroughly to determine if head replacement is required

- If a cylinder head is required, re-use any parts that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason on your hard copy and replace the component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the manifold with a NEW one.

*** 01/30/2018 08:45:53 ***
PWA has been authorized by Greg Phillips

*** 01/30/2018 08:45:53 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: [redacted] **Mileage:** 51,571

Prod Date: 04/23/2013 **Warranty Start Date:** 07/15/2013

Dealer/Contact Data:

Dealer: HI002 Aloha Kia Leeward

Phone: 8087271978 **FAX:** 8086783144

Contact: justin gandule **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Smokes # Case for Warranty Authorization

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: DSA Level A dealership. No

Case History

*** 01/27/2018 11:07:28 ***
Contact = justin gandule, Priority = Standard, Sub Status = Dispatched

*** 01/27/2018 11:07:28 ***
Web - Problem Description created on 01/27/2018 10:47:46 and created by justin gandule
engine noise, overheating, white smoke

*** 01/27/2018 11:07:28 ***
Web - Diagnostics created on 01/27/2018 11:07:28 and created by Siebel eSupport
removed and inspected engine. found head gasket warped, bank 2 head bolts were stripped.

*** 01/27/2018 11:07:30 ***
20180127_090013.jpg added by justin gandule on 01/27/2018 11:07:28

*** 01/27/2018 11:09:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/27/2018 11:12:57 and created by Greg Phillips ***
1: Justin, do you remember exactly which two bolts these were? Or can you tell by looking at the block?

Core data sheet is complete and the assistance case has been reviewed.

*** Web - Advice created on 01/27/2018 11:17:20 and created by Greg Phillips ***
1: Justin, sorry this was missed in the assistance case but, you don't actually need a PWA case. Your dealership is a DSA Level A dealership. This means that you are self authorizing and do not require prior Warranty authorization, as long as it is not an SC147 related case or a parts warranty. If your diagnosis has determined that the component has failed, has not been neglected or damaged due to impact, is not a used or junk yard part, and you have verified that the warranty is valid and all necessary services have been performed, then replace as necessary. I am going to close and deny this PWA case since your dealership does not require a PWA case.

Do please still let me know which bolts were loose if you can though.

*** 01/31/2018 16:58:16 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: DSA Level A dealership. No PWA case required. PWA denied.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 53,431

Prod Date: 02/18/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: MA040 York Kia of Medford

Phone: 7813956800 **FAX:** 7813957643

Contact: Matthew Stearns **Contact Title:** Dual Technician **Service District:** EA02

Case Details:

Case Title: Engine - Rough idle/Misfire # after collision and radiator replacement

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/29/2018 05:38:28 ***
Contact = Matthew Stearns, Priority = Standard, Sub Status = Dispatched

*** 01/29/2018 05:38:28 ***
Web - Problem Description created on 01/29/2018 05:38:28 and created by Matthew Stearns
veicle had previosly been in collision and has radiator replaced, viecle misfiring at idle, found to no be holding pressure after radiator replacment. found no external leaks. concern maybe with engine coolant leaking into cylinder.

*** 01/29/2018 05:38:28 ***
Web - Diagnostics created on 01/29/2018 05:38:28 and created by Matthew Stearns
pressure tested system found to not be holding pressure, intermittent engine smoking (black, white smoke)

*** 01/29/2018 06:11:53 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/29/2018 06:12:12 and created by Brian Lall ***
1: Please remove the dipstick and check for signs of coolant in the oil and crankcase. Please also perform a block check or leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** 01/29/2018 09:07:11 ***
Web - Note created on 01/29/2018 09:07:11 and created by Matthew Stearns
removed dip stick and inspected, found wattery. pulled bank 1 spark plugs found 3 and 2 contaminated with white. performed leak down on bank 1 found loss in both cyl 2 and 3 indicating a leak between cylinders.

*** Web - Advice created on 01/29/2018 10:02:31 and created by Brian Lall ***
1: What was the % of leakage you found during the leak down test?

*** 01/29/2018 11:29:35 ***
Web - Note created on 01/29/2018 11:29:35 and created by Matthew Stearns

the 2 and 3 cylinders are 20-30% down from the known good cly 1

*** Web - Advice created on 01/29/2018 11:34:40 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to get authorization to remove the head and to check for damage or warpage to the block, head, head gasket and other components. If you find any of the head bolts feel loose or do not come out as designed stop and see if they will tighten or if the threads in the block have been damaged. Let me know what you find. Thanks.

*** 01/29/2018 12:34:16 ***
Web - Note created on 01/29/2018 12:34:16 and created by Matthew Stearns
pwa sent

*** Web - Advice created on 01/29/2018 12:36:28 and created by Brian Lall ***
1: Since the concern was originally related to a collision this will not be warranty. Techline can only give authorization to warranty engine and automatic transmissions. You will need to get authorization from the customer or insurance. Let me know if you find any damage to the threads in the block for the head bolts. Thanks.

*** 01/29/2018 12:48:05 ***
Web - Note created on 01/29/2018 12:48:05 and created by Matthew Stearns
collision was not the main cause as collision was over a year ago. and concern was not present. needing to confirm maunfactures warentee coverage over everythng case # 12608080

*** Web - Advice created on 01/29/2018 12:56:44 and created by Brian Lall ***
1: You will need to contact your DPSM to verify the warranty and for authorization to remove the head. Please let me know if you find any damage to the threads in the block or any warpage or damage to the head or block. Thanks.

*** Service Alert Escalated to CA as: 12617318 on 01/30/2018 01:06:13 (PST)

*** 02/09/2018 13:40:04 ***
Web - Note created on 02/09/2018 13:40:03 and created by Matthew Stearns
heres an update, finally got viechile in shop for tear down. found head bolt loose on bank 1 over cyl number 1, DPM going to look over and give appoval monday...

*** Web - Advice created on 02/09/2018 14:51:40 and created by Tony Thomas ***
1: Thanks for the update.

*** 02/19/2018 07:28:40 ***
Web - Note created on 02/19/2018 07:28:40 and created by Matthew Stearns
hello writing back to update, 2 bolts loose and 3 bolts on head bank 2 not coming loose, , dpsm say customer is ultimately responsible for concern and condition due to letting viecle overheating in past. do you recomend using heat to remove bolts that are siezed? wouldnt this dagage head and short block? do we go about replacing both head and shortblock?

*** Web - Advice created on 02/19/2018 08:12:26 and created by Brian Lall ***
1: Thanks for the information. Since you found loose head bolts it indicates the threads in the block are damaged and the short block will need to be replaced. There is also a strong possibility that the head may be warped or damaged and will need to be replaced but there is no way to be sure until it is removed. You can try heating the seized bolts but be careful not to damage the head.
2: Based on the information you provided, my recommendation is to get authorization from the customer to replace the engine. The question is now if the short block should be replaced or if the heads are damaged and a long block should be replaced. Thanks.

*** Case 12616001 is sent on 2/19/2018 13:2:35 by Christopher Capuzzo
To: kdomingues@kiausa.com
Cc:
Title: Medford Sorento - Techline Case

*** Phone - Advice created on 02/19/2018 14:21:12 and created by Eric Patterson ***
1: Thanks for calling in Ken on the case. After review, please contact Brian in the Morning on the case.

*** Phone - Advice created on 02/20/2018 13:00:26 and created by Brian Lall ***
1: Ken Dominguez, the DPSM, called and advised me he contacted the dealer and he confirmed that the front end collision that damaged the radiator and other front end components was about 1 1/2 years ago. Ken feels that since the collision was so long ago that the engine failure may not be related and there is no way to prove the damage to the engine is related to the collision. I advised I agree and will note the conversation in this case and will re-open the PWA case 12616747 and will continue the PWA process until all needed information is collected to approve the engine replacement.

*** Web - Advice created on 02/20/2018 13:04:57 and created by Brian Lall ***
<For Internal Use Only
I misspelled the DPSM name. The correct spelling is Ken Domingues. I apologize for the type-o.>

*** Case has been auto closed by the system on 03/23/2018 01:08:24 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 55,431

Prod Date: 02/18/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: MA040 York Kia of Medford

Phone: 7813956800 **FAX:** 7813957643

Contact: Matthew Stearns **Contact Title:** Dual Technician **Service District:** EA02

Case Details:

Case Title: Engine - Rough idle/Misfire # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: No PWA form provided, so

Case History

*** 01/29/2018 12:21:27 ***
Contact = Matthew Stearns, Priority = Standard, Sub Status = Dispatched

*** 01/29/2018 12:21:27 ***
Web - Problem Description created on 01/29/2018 12:21:27 and created by Matthew Stearns
engine misfires at idle and staart up, performed leak down per tech line. found leak down cyl # 2 and 3 down 20-30% tech line is instructing to get approval for time to breakdown engine to heads and check head gasket and bolts bank 1 for concerns. (22311R3L 7.7)

*** 01/29/2018 12:21:27 ***
Web - Diagnostics created on 01/29/2018 12:21:27 and created by Matthew Stearns
cyl leak down test bank 1 found leak down 20-30% cyl# 2 and 3

*** 01/29/2018 12:26:04 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/29/2018 12:31:46 and created by Mike Ozonur ***
1: The vehicle has been in a frontal collision and had radiator replaced, this will not be a warrantable repair and will be denied and closed, also please answer the repair assistance case questions in case# 12616001 Thanks

*** 01/29/2018 12:33:29 ***
PWA has been denied by Mike Ozonur

*** 01/29/2018 12:33:29 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

*** 02/20/2018 13:08:02 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/20/2018 13:08:06 and created by Brian Lall ***
1: I reopened this case after discussing this vehicle and the engine failure with DPSM Ken Domingues, and he and I are in agreement this should be warranty since the collision was about 1 1/2 years ago.
2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** Phone - Advice created on 03/06/2018 09:42:40 and created by Brian Lall ***
1: Called the dealer and spoke to Chris. The vehicle has not been repaired yet and the part is on back order. The tech was on break but Chris is going to let him know to attach the PWA form to this case so I can authorize the engine replacement.

*** Web - Advice created on 03/21/2018 10:23:48 and created by Brian Lall ***
1: Since the requested information was never provided, I am denying the PWA and closing the case. Thanks.

*** 03/21/2018 10:24:32 ***
PWA has been denied by Brian Lall

*** 03/21/2018 10:24:33 ***
Case closed by Brian Lall with Resolution Code : Faulty Component
[Resolution Summary]
No PWA form provided, so PWA was denied

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 58,065

Prod Date: 03/13/2013 **Warranty Start Date:** 04/04/2013

Dealer/Contact Data:

Dealer: IN023 Nielsen Kia

Phone: 2198781133 **FAX:** 2198780085

Contact: David Wolek **Contact Title:** Maintenance Technician **Service District:** CE13

Case Details:

Case Title: HVAC - Heater inop #

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 01/30/2018 08:18:56 ***
Contact = David Wolek, Priority = Standard, Sub Status = Dispatched

*** 01/30/2018 08:18:56 ***
Web - Problem Description created on 01/30/2018 08:15:42 and created by David Wolek
Customer states loss of heat .

*** 01/30/2018 08:18:56 ***
Web - Diagnostics created on 01/30/2018 08:15:42 and created by David Wolek
Inspected coolant, coolant was low about half gallon filled and checked for leaks no visible leaks .. another shop replaced the radiator, cooling fan does work with actuation test. Over 3 days it will lose heat. And coolant disappears with no puddle under the car

*** 01/30/2018 08:38:54 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/30/2018 08:40:50 and created by Frank Lusic ***
1: Hello Dave
remove the oil filler cap and check inside to see if there is any oil jell inside that might indicate there is coolant in the oil
2: Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings

*** Service Alert Escalated to CA as: 12618767 on 01/31/2018 01:06:02 (PST)

*** 01/31/2018 10:36:47 ***
Web - Note created on 01/31/2018 10:36:47 and created by David Wolek
After test drive tested the recovery tank and testEd bad with block tester .didnt see any jell on oil cap.

*** Web - Advice created on 01/31/2018 10:43:57 and created by Frank Lusic ***
1: Thank you
Based on this information the cylinder heads will need to be removed for inspection (, There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 02/13/2018 08:22:25 ***
Web - Note created on 02/13/2018 08:22:25 and created by Michael Coffel
Performed cylinder leak down tech noted cylinder #3 7 % leak ... Are we to replace cylinder head and gasket or eng block and cylinder head . tech noted all head bolts are at torque setting

*** Web - Advice created on 02/13/2018 08:40:35 and created by Frank Lusic ***
1: did he actually loosen all head bolts and retorque them ? if not this need to be done, this is important

*** 02/13/2018 08:47:13 ***
Web - Note created on 02/13/2018 08:47:13 and created by Michael Coffel
Will complete this step and advise shortly ...

*** Web - Advice created on 02/13/2018 09:14:54 and created by Frank Lusic ***
1: Thank you

*** 02/13/2018 13:14:59 ***
Web - Note created on 02/13/2018 13:14:59 and created by Michael Coffel
Tech found one cylinder head bolt will not meet torque just continues to rotate ... above cylinder #3

*** Web - Advice created on 02/13/2018 13:43:31 and created by Frank Lusic ***
1: Thank you
This is why I wanted this done , the short block will need to be replaced, but first

Please remove the cylinder heads and inspect for warped heads by using a procession straight edge , if the head is warped let me know by how much thank you

*** 02/14/2018 07:56:00 ***
Web - Note created on 02/14/2018 07:56:00 and created by Michael Coffel
Tech has removed both cylinder heads states there is a .05 warpage on rear head and .03 on frt head . Believes that the heads may require replacement as well ...?

*** Web - Advice created on 02/14/2018 08:32:45 and created by Frank Lusic ***
1: Thank you, Yes both heads will also need to be replaced
Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** 02/14/2018 08:53:22 ***
Web - Note created on 02/14/2018 08:53:22 and created by Michael Coffel
will do

*** Web - Advice created on 02/14/2018 09:23:22 and created by Frank Lusic ***
1: thank you

*** Case has been auto closed by the system on 03/17/2018 01:07:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 36,333

Prod Date: 05/07/2013 **Warranty Start Date:** 06/04/2013

Dealer/Contact Data:

Dealer: CT032 Napoli Kia

Phone: 2037835850 **FAX:** 2033015044

Contact: Luis Gonzalez **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 01/30/2018 12:16:31 ***
Contact = Luis Gonzalez, Priority = Standard, Sub Status = Dispatched

*** 01/30/2018 12:16:31 ***
Web - Problem Description created on 01/30/2018 12:10:10 and created by Luis Gonzalez
customer state vehicle started to over heat and white smoke was coming out of exhaust

*** 01/30/2018 12:16:31 ***
Web - Diagnostics created on 01/30/2018 12:10:10 and created by Luis Gonzalez
found bank 2 head gasket was leaking into cylinder 6. I was going to replace the head gasket but when I took off the head I found 6 of the 8 cylinder head bolts to be loose and the other 2 pulled threads out. we had another tech not to long ago have this happen to him as well. I took pictures of the threads and the cylinder filled with coolant

*** 01/30/2018 12:16:33 ***
IMG_0800.JPG added by Luis Gonzalez on 01/30/2018 12:16:32

*** 01/30/2018 12:16:35 ***
IMG_0801.JPG added by Luis Gonzalez on 01/30/2018 12:16:33

*** 01/30/2018 12:16:36 ***
IMG_0802.JPG added by Luis Gonzalez on 01/30/2018 12:16:35

*** 01/30/2018 12:16:38 ***
IMG_0803.JPG added by Luis Gonzalez on 01/30/2018 12:16:36

*** 01/30/2018 12:16:38 ***
IMG_0808.JPG added by Luis Gonzalez on 01/30/2018 12:16:38

*** 01/30/2018 12:16:39 ***
IMG_0809.JPG added by Luis Gonzalez on 01/30/2018 12:16:38

*** 01/30/2018 12:36:12 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/30/2018 12:37:50 and created by Greg Phillips ***
1: Luis, please get me a photo of the valve train so we have verification of proper maintenance. Then I will also need the completed and signed WRTY 143 core data sheet.

*** 01/30/2018 13:30:26 ***
Web - Note created on 01/30/2018 13:30:25 and created by Luis Gonzalez
sent the other pictures you asked for

*** 01/30/2018 13:30:28 ***
IMG_0810.JPG added by Luis Gonzalez on 01/30/2018 13:30:26

*** 01/30/2018 13:30:30 ***
IMG_0811.JPG added by Luis Gonzalez on 01/30/2018 13:30:28

*** Web - Advice created on 01/30/2018 14:31:51 and created by Greg Phillips ***
1: Your completed and signed WRTY143 core data form has been reviewed. Based on the information you have provided, you are authorized to replace the engine. Note:

- Replace engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect thoroughly to determine if head replacement is required

- If a cylinder head is required, re-use any parts that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason on your hard copy and replace the component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the manifold with a NEW one.

*** 01/30/2018 14:32:07 ***
PWA has been authorized by Greg Phillips

*** 01/30/2018 14:32:07 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 65,772

Prod Date: 09/14/2013 **Warranty Start Date:** 10/05/2013

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: Ruben Gonzalez **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA authorized

Case History

*** 01/31/2018 07:46:46 ***
Contact = Ruben Gonzalez, Priority = Standard, Sub Status = Dispatched

*** 01/31/2018 07:46:46 ***
Web - Problem Description created on 01/31/2018 07:46:46 and created by Ruben Gonzalez
customer brought vehicle in for lube service and technician spotted head gasket leak

*** 01/31/2018 07:46:46 ***
Web - Diagnostics created on 01/31/2018 07:46:46 and created by Ruben Gonzalez
this is a request for engine replacement from original techline case t12593907, pwa form will be attached shortly

*** 01/31/2018 07:48:39 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/31/2018 07:52:31 and created by Brian Lall ***
1: I reviewed the repair assistance case and attachments to it. Please let me know when the WRTY 143 form has been attached to this case so I can process the PWA. Thanks.

*** 01/31/2018 08:06:31 ***
Web - Note created on 01/31/2018 08:06:31 and created by DARETH CHAU
Pwa form has been submitted

*** 01/31/2018 08:06:33 ***
15174147313566620335 8.jpg added by DARETH CHAU on 01/31/2018 08:06:31

*** 01/31/2018 09:02:50 ***
Web - Note created on 01/31/2018 09:02:50 and created by Ruben Gonzalez
Do i heave the approval for engine replacement?

*** Web - Advice created on 01/31/2018 09:03:34 and created by Brian Lall ***

1: Sorry for the delay. Thanks for the PWA form.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- ❑Replace the engine with a long block, if available; otherwise, please order a short block assembly

- ❑If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly) inspect the original cylinder head thoroughly to determine whether head replacement is required

- ❑If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- ❑Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ❑If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- ❑Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 01/31/2018 09:05:08 ***
PWA has been authorized by Brian Lall

*** 01/31/2018 09:05:08 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 57,148

Prod Date: 03/25/2014 **Warranty Start Date:** 05/27/2014

Dealer/Contact Data:

Dealer: MD042 Bayside Kia of Waldorf

Phone: 3016451711 **FAX:** 3018435916

Contact: Brandon Seeley **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/31/2018 12:12:22 ***
Contact = Brandon Seeley, Priority = Standard, Sub Status = Dispatched

*** 01/31/2018 12:12:22 ***
Web - Problem Description created on 01/31/2018 12:12:22 and created by Brandon Seeley
Customer came in because they smelled coolant

*** 01/31/2018 12:12:22 ***
Web - Diagnostics created on 01/31/2018 12:12:22 and created by Brandon Seeley
We found that the rear head gasket was leaking and are replacing the head gaskets under warranty. While in the process we found that there is coolant in the oil and it is milky around the valve cover and around the camshafts. Im going to attach photos , but want your judgement on if we should proceed normally with the gasket job or if there are other steps we should take. thank you.

*** 01/31/2018 12:12:22 ***
Head gasket job 1.jpg added by Brandon Seeley on 01/31/2018 12:12:22

*** 01/31/2018 12:12:23 ***
Head gasket job 2.jpg added by Brandon Seeley on 01/31/2018 12:12:22

*** 01/31/2018 12:28:46 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/31/2018 12:29:34 and created by Brian Lall ***
1: Brandon, the milky looking oil is from the coolant mixing with oil. I have seen this many times with blown head gaskets, and is usually a result of overheating. This could be a result of the coolant leak from the head gasket or that could be a result of the overheating. Did you find a root cause for the over heating?
2: Please check if any of the head bolts are loose. If they are try to torque them and note if they will tighten up. If you remove any head bolts and there are indications of the threads from the block coming out on them take pictures and attach them to the case. Thanks.

*** 01/31/2018 14:02:29 ***
VID_20180131_165815.mp4 added by Brandon Seeley on 01/31/2018 14:01:50

*** 01/31/2018 14:02:31 ***
IMG_20180131_164610.jpg added by Brandon Seeley on 01/31/2018 14:02:29

*** 01/31/2018 14:05:38 ***
Web - Note created on 01/31/2018 14:05:38 and created by Brandon Seeley
sent video and picture , found 3 loose head bolts on the exhaust side , 2 tightened and one will not.

*** Service Alert Escalated to CA as: 12620065 on 02/01/2018 01:04:33 (PST)

*** Web - Advice created on 02/01/2018 04:59:51 and created by Brian Lall ***
1: Thanks for the picture and video. Please remove the heads and check for warpage and damage to the heads. Based on the stripped threads in the block my recommendation is to replace the engine, the question is do the heads need to be replaced or can they be reused.

*** 02/01/2018 07:47:10 ***
Web - Note created on 02/01/2018 07:47:10 and created by Brandon Seeley
Removed the back cylinder head and checked it with the straight edge and feeler gauges. Found a spot on the back side that is measuring at .06mm which is above the max allowed per kia spec.

*** Web - Advice created on 02/01/2018 07:53:45 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.
3: If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** Case has been auto closed by the system on 03/04/2018 01:05:17 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 59,259

Prod Date: 02/19/2013 **Warranty Start Date:** 06/26/2013

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Matthew Fuchs **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/01/2018 05:22:45 ***
Contact = Matthew Fuchs, Priority = Standard, Sub Status = Dispatched

*** 02/01/2018 05:22:45 ***
Web - Problem Description created on 02/01/2018 05:22:45 and created by Matthew Fuchs
I am working on a 14 Sorento. The customer states that the car is overheating and running rough. I verified the car was overheating and was leaking coolant. I found that cyl #6 was filling with coolant and that coolant was leaking out around the head. Also coolant and oil was coming out of the exhaust as well. Please advise

*** 02/01/2018 05:22:45 ***
Web - Diagnostics created on 02/01/2018 05:22:45 and created by Matthew Fuchs
Leak down test
Scantool
Removed spark plugs
Inspected cylinder with bore scope

*** 02/01/2018 05:22:58 ***
20180201_081600.mp4 added by Matthew Fuchs on 02/01/2018 05:22:46

*** 02/01/2018 05:48:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/01/2018 05:51:07 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.
Check the head bolt torque, check if bolts can be torqued to specs or are the threads in the block damaged? Thank you

*** 02/01/2018 06:35:16 ***
Web - Note created on 02/01/2018 06:35:16 and created by Matthew Fuchs
will i have to remove the cams to check the tourque?

*** Web - Advice created on 02/01/2018 06:57:37 and created by Steven Okimura ***
1: Matthew, I'm not positive if you need to remove the cams or not, if you can get a socket on it and find one that is bad then the block will require replacement.

*** 02/01/2018 12:24:14 ***
1517516505205-1598484626.jpg added by Matthew Fuchs on 02/01/2018 12:24:13

*** 02/01/2018 12:24:16 ***
1517516601598-644806938.jpg added by Matthew Fuchs on 02/01/2018 12:24:14

*** Web - Advice created on 02/01/2018 12:30:51 and created by Steven Okimura ***
1: Thank you for the photo showing the engine was maintained properly.

Report findings of head bolt thread inspection.

*** 02/01/2018 12:44:59 ***
Web - Note created on 02/01/2018 12:44:59 and created by Matthew Fuchs
im gona have to pull the cams is there any way i can get paid for pulling the frt timing cover and chains off to do this inspection?

*** Web - Advice created on 02/01/2018 12:51:21 and created by Steven Okimura ***
1: You should be paid to perform the inspection but techline doesn't have labor information. Check with the warranty department or your DPSM.

*** 02/01/2018 12:59:29 ***
Web - Note created on 02/01/2018 12:59:29 and created by Matthew Fuchs
sounds good thank you for your help i will get back to you asoon as i can

*** Research - Advice created on 02/01/2018 13:34:39 and created by Steven Okimura ***
1: Ok, keep me posted

*** Service Alert Escalated to CA as: 12621264 on 02/02/2018 01:06:02 (PST)

*** 02/05/2018 05:41:45 ***
Web - Note created on 02/05/2018 05:41:45 and created by Matthew Fuchs
so I found the 2 head bolts on side of the head nearest the trans loose.

*** Web - Advice created on 02/05/2018 05:50:13 and created by Steven Okimura ***
1: Did you check if bolts can be torqued to specs or are the threads in the block damaged?

*** 02/05/2018 07:33:21 ***
Web - Note created on 02/05/2018 07:33:21 and created by Matthew Fuchs
they will not tighten down. when the start to get tight its like they slip so i would venture to say the threads are damaged

*** Web - Advice created on 02/05/2018 08:44:13 and created by Steven Okimura ***
1: Matthew, based on the information provided the engine should be replaced. You are required to open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** Case has been auto closed by the system on 03/08/2018 01:06:54 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 57,148

Prod Date: 03/25/2014 **Warranty Start Date:** 05/27/2014

Dealer/Contact Data:

Dealer: MD042 Bayside Kia of Waldorf

Phone: 3016451711 **FAX:** 3018435916

Contact: Andrew Meechie **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head gasket, Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 02/01/2018 08:22:25 ***
Contact = Andrew Meechie, Priority = Standard, Sub Status = Dispatched

*** 02/01/2018 08:22:25 ***
Web - Problem Description created on 02/01/2018 08:22:25 and created by Andrew Meechie
reference case number 12619547. Found coolant leaking from head gasket , engine overheated and the cylinder head is warped.

*** 02/01/2018 08:22:25 ***
Web - Diagnostics created on 02/01/2018 08:22:25 and created by Andrew Meechie
removed head and found that it is warped using straight edge , was able to fit a feeler gauge (.06 mm) which is past spec.

*** 02/01/2018 08:24:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/01/2018 08:26:48 and created by Frank Lusic ***
1: hello Andrew
Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 02/01/201810:14:18 ***
59571 engine pwa.pdf added by Andrew Meechie on 02/01/2018 10:14:17

*** Web -Advice created on 02/01/201810:25:14 and created by Frank Lusic ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
1,Replace the engine with a long block, if available; otherwise, please order a short block assembly2,If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required□O□If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.4, Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CWTs, and timing components. 5, If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.6, The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
7, Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Tha

*** 02/01/2018 10:25:25 ***
PWA has been authorized by Frank Lusic

*** 02/01/2018 10:25:25 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 74,929

Prod Date: 03/27/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: TX056 Southwest Kia

Phone: 9722839797 **FAX:** 9722839388

Contact: Charles Pendleton **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Unusual Noise - Engine #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: REPLACED ENGINE WITH

Case History

*** 02/02/2018 13:10:02 ***
Contact = Charles Pendleton, Priority = Standard, Sub Status = Dispatched

*** 02/02/2018 13:10:02 ***
Web - Problem Description created on 02/02/2018 13:06:31 and created by Charles Pendleton
Customer states they hear a noise in the engine area.

*** 02/02/2018 13:10:02 ***
Web - Diagnostics created on 02/02/2018 13:06:31 and created by Charles Pendleton
VERIFIED CONCERN FOUND NOISE COMING FROM COOLANT BEING IN THE CYLINDERS. FOUND ENGINE COOLANT LEVEL LOW. PERFORMED A COOLANT PRESSURE TEST AND DID NOT FIND AND COOLANT LEAK. ALSO PERFORMED ENGINE COOLANT BLOCK TEST AND TEST CAME BACK THAT THERE IS EXHAUST FUMES IN THE COOLANT SYSTEM. ALSO REMOVED
THE THERMOSTAT TO TEST AND CAME WORKING AS DESIGN ALSO FOUND THAT THE FAN IS WORKING AS DESIGN.

*** 02/02/2018 13:32:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/02/2018 13:34:17 and created by Mike Ozonur ***
1: Check see if there is any of the head bolts loose, then Remove the cylinder heads and measure the cylinder heads and the block with a straight edge.

*** Service Alert Escalated to CA as: 12622480 on 02/03/2018 01:06:13 (PST)

*** 02/05/2018 06:26:06 ***
Web - Note created on 02/05/2018 06:26:06 and created by Charles Pendleton
FOR THE RECORDS THE VEHICLE SEAT FOR THE WEEKEND AND I STARTED THE VEHICLE TO PULL IT IN TO THE

SHOP AND THE VEHICLE STARTED TO HAVE A LOW END KNOCK

*** Web - Advice created on 02/05/2018 07:27:33 and created by Mike Ozonur ***
1: Please provide a video of the noise and the VIN in a continuous video and provide a picture of the valve train. Thanks

*** 02/05/2018 14:35:14 ***
Web - Note created on 02/05/2018 14:35:14 and created by Charles Pendleton
VIDEO IS SEND THE NOISE IS NOT THAT LOUD THAN IT WAS THIS MORNING WILL TRY AGAIN TOMORROW MORNING IF IT IS NOT HEARD IN THE VIDEO

*** 02/05/2018 14:35:36 ***
RO326450.mp4 added by Charles Pendleton on 02/05/2018 14:35:14

*** Web - Advice created on 02/05/2018 14:54:15 and created by Mike Ozonur ***
1: Since you stated that the block test failed, Check see if there is any of the head bolts loose, then Remove the cylinder heads and measure the cylinder heads and the block with a straight edge.

*** 02/06/2018 13:52:11 ***
Web - Note created on 02/06/2018 13:52:11 and created by Charles Pendleton
REMOVED BOTH HEADS AND FOUND ALL BANK 2 HEAD BOLTS LOOSE AND ALSO ONE BOLT CAME OUT WITH THE THREADS SEND PIC OF IT.

*** 02/06/2018 13:52:12 ***
ro3264501.jpg added by Charles Pendleton on 02/06/2018 13:52:11

*** 02/06/2018 13:52:12 ***
ro3264502.jpg added by Charles Pendleton on 02/06/2018 13:52:12

*** Web - Advice created on 02/06/2018 14:40:53 and created by Mike Ozonur ***
1: Based on information you provided engine needs to be replaced with a long block

*** 02/06/2018 16:55:05 ***
Web - Note created on 02/06/2018 16:55:05 and created by Charles Pendleton
DO I NEED TO OPEN A PWA CASE

*** Web - Advice created on 02/07/2018 06:47:58 and created by Mike Ozonur ***
1: If the warranty is validated then yes close this case and open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY143 Core Data Form to the case with both the service manager and technician signatures on it.

*** 02/22/2018 09:29:49 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED ENGINE WITH NEW LONG BLOCK

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 34,414

Prod Date: 04/22/2013 **Warranty Start Date:** 08/05/2013

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: head bolts stripped in block

Case History

*** 02/05/2018 07:47:28 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 02/05/2018 07:47:28 ***
Web - Problem Description created on 02/05/2018 07:47:28 and created by Humberto Castillo Gasca
vehicle came in with coolant leak, coolant was a gallon in a half low

*** 02/05/2018 07:47:29 ***
Web - Diagnostics created on 02/05/2018 07:47:28 and created by Humberto Castillo Gasca
filled coolant which was a gallon in a half low. pressure tested the coolant system found leaking coming from thermostat housing.replaced thermostat housing filled with coolant and let vehicle warm up to operating temperature. while performing visual inspection for further leaks found that vehicle still has a leak coming from front head gasket and i believe head is warped from over heating. this vehicle has been wrecked which i believe caused the low coolant and over heating

*** 02/05/2018 07:56:30 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/05/2018 07:58:17 and created by Jerry Gossling ***
1: Note,
Remove the front valve cover and attempt to tighten down the head bolts right where the head gasket is leaking. List the results.
Thank you,

*** 02/05/2018 11:16:10 ***
Web - Note created on 02/05/2018 11:16:10 and created by Humberto Castillo Gasca
ok so i have some questions on this, do you want me to remove the cams in order to tighten the bolts that are yield to torque?
second what specs am i tightening these bolts to, what angle am i suppose to start at?
third who is paying me for this?

*** Web - Advice created on 02/05/2018 11:29:45 and created by Jerry Gossling ***

1: Humberto,
I need to know if the head bolts are stripped out as I need to determine if the complete engine needs to be replaced.
Please request authorization time from your DPSM.
Thank you,

*** 02/07/2018 12:01:52 ***
Web - Note created on 02/07/2018 12:01:52 and created by Humberto Castillo Gasca
proceeded to disassemble valve cover and remove cam found that the head bolt in the front head is stripped. all other bolts were tight

*** Web - Advice created on 02/07/2018 13:09:35 and created by Jerry Gossling ***
1: Based off of your information you will need to open a PWA case for warranty authorization for approval to replace the engine. Follow the listed information.

Open a required PWA for approval to replace the engine and update and close this case and perform the Technician survey. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed.
Thank you.

*** 02/09/2018 12:04:50 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: head bolts stripped in block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 58,389

Prod Date: 02/01/2014 **Warranty Start Date:** 03/21/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Kenneth Keenan **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 02/06/2018 08:49:06 ***
Contact = Bobby Kroman, Priority = Standard, Sub Status = Dispatched

*** 02/06/2018 08:49:06 ***
Web - Problem Description created on 02/06/2018 08:25:15 and created by Bobby Kroman
inspected for leaks and found the rear head is leaking coolant bad. car was running hot when I pulled it around. ive got it running and its got a slight steady leak when it warm up to operating temp. I had to add almost a gallon of coolant

*** 02/06/2018 08:49:06 ***
Web - Diagnostics created on 02/06/2018 08:35:15 and created by Bobby Kroman
check level and let run

*** 02/06/2018 08:50:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/06/2018 08:52:10 and created by Frank Lusic ***
1: hello Bobby

Based on this information the cylinder head or heads will need to be removed for inspection (on the bank that is leaking), There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 02/26/2018 09:03:48 ***
Web - Note created on 02/26/2018 09:03:48 and created by Kenneth Keenan
This is Kenneth Keenan, I'm taking over this vehicle for Bobby. While loosening head bolts found 3 were loose. Sent head out to be checked and found it to be slightly warped.

*** Web - Advice created on 02/26/2018 09:07:52 and created by Frank Lusic ***
1: I need to document the amount of warpage . please let me know how much on each head

*** 02/26/2018 10:04:51 ***
Web - Note created on 02/26/2018 10:04:51 and created by Kenneth Keenan
Machine shop said they will not know how much the head is warped until they shave it down.

*** Web - Advice created on 02/26/2018 10:16:53 and created by Frank Lusic ***
1: The machine shop does not have a precision straight edge? we do NOT resurface the heads on our vehicle
this is something that your dealership should have
, Until I can get these measurement we cannot go any further, please contact your service manager to purchase one

*** 02/27/2018 10:00:45 ***
Web - Note created on 02/27/2018 10:00:45 and created by Kenneth Keenan
machine shop measured with a straight edge and said the warpage was .002

*** Web - Advice created on 02/27/2018 10:11:36 and created by Frank Lusic ***
1: Thank you for this information.0008 is the max allowable
based on this information the engine will need to be replaced as a long block
2:
Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

3: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** 03/01/2018 07:46:25 ***
Web - Note created on 03/01/2018 07:46:25 and created by Kenneth Keenan
No long blocks available. Replace both heads?

*** Web - Advice created on 03/01/2018 08:10:00 and created by Frank Lusic ***
1: yes please replace both heads

*** Case has been auto closed by the system on 04/01/2018 01:04:57 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 89,957

Prod Date: 04/02/2014 **Warranty Start Date:** 05/22/2014

Dealer/Contact Data:

Dealer: NY132 Fx Caprara Kia

Phone: 3157885427 **FAX:** 3157884054

Contact: Philip Janusheske **Contact Title:** Dual Technician **Service District:** EA11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/07/2018 05:56:58 ***
Contact = Philip Janusheske, Priority = Standard, Sub Status = Dispatched

*** 02/07/2018 05:56:58 ***
Web - Problem Description created on 02/07/2018 05:56:58 and created by Philip Janusheske
I have a 2015 sorento with a 3.3 with oil in the coolant.

*** 02/07/2018 05:56:58 ***
Web - Diagnostics created on 02/07/2018 05:56:58 and created by Philip Janusheske
I checked the head bolts and found 2 of them loose on bank 2. I tried to reach torque them and the threads came out with the bolts. I have been working on this case with Frank lusic and the case # is12568874 for reference.

*** 02/07/2018 05:56:59 ***
1518011687916197968238 1.jpg added by Philip Janusheske on 02/07/2018 05:56:59

*** 02/07/2018 05:58:22 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/07/2018 05:59:38 and created by Tony Thomas ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.

- Replace the engine with a long block, if available; otherwise, please order a short block assembly. If the short block is replaced, replace the oil pump or BSM (make sure to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required.
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (If any cannot be transferred, supporting documentation will be required at the time of warranty claim submission.)
- Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Make sure the ladder frame bolts are installed in the replacement short engine, if applicable.

Warranty cases are closed for approval and you will no longer be able to access this case.

*** 02/07/2018 06:00:04 ***
PWA has been authorized by Tony Thomas

*** 02/07/2018 06:00:04 ***
Case closed by Tony Thomas with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 59,259

Prod Date: 02/19/2013 **Warranty Start Date:** 06/26/2013

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Matthew Fuchs **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 02/07/2018 08:55:15 ***
Contact = Matthew Fuchs, Priority = Standard, Sub Status = Dispatched

*** 02/07/2018 08:55:15 ***
Web - Problem Description created on 02/07/2018 08:55:15 and created by Matthew Fuchs
i am working on 14 sorento. the car is overheating. i found coolant in cylinder #6 on the frt bank. i also found 2 head bolts stripped. please refer to tech case#12620150 thnak you

*** 02/07/2018 08:55:15 ***
Web - Diagnostics created on 02/07/2018 08:55:15 and created by Matthew Fuchs
coolant pressure test
diag
scantool

*** 02/07/2018 08:55:19 ***
20180207_113226.jpg added by Matthew Fuchs on 02/07/2018 08:55:16

*** 02/07/2018 08:55:49 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/07/2018 08:59:36 and created by Jerry Gossling ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- □Replace the engine with a long block, if available; otherwise, please order a short block assembly

- □If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly) inspect the original cylinder head thoroughly to determine whether head replacement is required

- □If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if

any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

2:

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 02/07/2018 09:00:00 ***
PWA has been authorized by Jerry Gossling

*** 02/07/2018 09:00:00 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 34,414

Prod Date: 04/22/2013 **Warranty Start Date:** 08/05/2013

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/09/2018 12:08:55 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 02/09/2018 12:08:55 ***
Web - Problem Description created on 02/09/2018 12:08:55 and created by Humberto Castillo Gasca
over heated loss of coolant

*** 02/09/2018 12:08:55 ***
Web - Diagnostics created on 02/09/2018 12:08:55 and created by Humberto Castillo Gasca
refer to case 12623205 found head bolts stripped in block causing leak.

*** 02/09/2018 12:08:55 ***
264674.jpg added by Humberto Castillo Gasca on 02/09/2018 12:08:55

*** 02/09/2018 12:20:30 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/09/2018 12:25:22 and created by Mike Ozonur ***
1: • Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 02/09/2018 12:27:23 ***
PWA has been authorized by Mike Ozonur

*** 02/09/2018 12:27:23 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 42,944

Prod Date: 05/30/2013 **Warranty Start Date:** 07/07/2013

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup

Phone: 2532868000 **FAX:** 2532866061

Contact: Thomas House **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 02/13/2018 15:38:10 ***
Contact = Thomas House, Priority = Standard, Sub Status = Dispatched

*** 02/13/2018 15:38:10 ***
Web - Problem Description created on 02/13/2018 15:37:46 and created by Thomas House
see case#:12592885

*** 02/13/2018 15:38:10 ***
Web - Diagnostics created on 02/13/2018 15:37:46 and created by Thomas House
lifted vehicle into air, coolant and oil leaking along back side of engine down rear of timing cover. removed intake plenumn to access rear cylinder head cover. removed cover, released tension from rear bank tensioner with kia special tool. removed cam caps, and camshafts post marking timing marks on chain and sprockets. out of 8 head bolts 5 released without much effort, LH front corner head bolt was removed but, RH rear corner was unable to be removed. inspected bolts upon each removal, one had slight thread shavings of block on bolt threads. re-threaded bolts in to torque in sequence. Middle LH rear (where leak was noticed) threaded in part way but would not seat. removed with threads from cylinder block. needs long-block if available. since Kia of Puyallup is no longer an A level dealer we need information if to order a standard re-man or QQK?

going to upload photos to case, should be an additional 5 minutes

*** 02/13/2018 15:41:48 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** 02/13/2018 15:44:28 ***
910C98B5-C5D0-4ACF-AD31-078C693A51B4.jpeg added by Thomas House on 02/13/2018 15:44:27

*** 02/13/2018 15:44:29 ***
5CEDAAF9-29AF-48E5-83ED-5C2BF668F816.jpeg added by Thomas House on 02/13/2018 15:44:28

*** 02/13/2018 15:44:31 ***
103D6A79-587F-43A3-AE60-F0C0A7C8A3E0.jpeg added by Thomas House on 02/13/2018 15:44:30

*** 02/13/2018 15:44:32 ***
0D1CBC24-445D-49B2-83AB-08E67A9B78DD.jpegadded by Thomas House on 02/13/201815:44:31

*** 02/13/2018 15:44:33 ***
BE788D73-78B8-4618-AFDE-A01EE020E934.jpeg added by Thomas House on 02/13/201815:44:32

*** Web -Advice created on 02/13/201815:43:08 and created by Eric Patterson***
1:

Please include a picture or a short video showing the bolt stripped on the cylinder head.
2: Please attach a picture of the valvetrain for the maintenance verification as well.
3: Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician.

*** 02/13/201815:58:14 ***
8405AA99-4926-4C55-BE31-C1AE9EE62CB2.jpeg added by Thomas House on 02/13/201815:58:13

*** 02/13/2018 15:58:20 ***
515381F6-F925-45D8-AF37-8E0458EEC98E.MOV added by Thomas House on 02/13/2018 15:58:14

*** 02/13/201816:02:01 ***
image.jpg added by Thomas House on 02/13/2018 16:01:59

*** Web -Advice created on 02/13/201816:10:00 and created by Eric Patterson***
1: Wow, thank you for all the attachments, on top of your game. Much appreciated.

I have reviewed the pictures of the valve train. Based on the condition of the engine shown in the pictures you attached to the case it appears the engine has been maintained correctly.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

□Replace the engine with a long block, if available; otherwise, please order a short block assembly

□If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required

DIf a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

3: □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
□□□□□□□□ □If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

□Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** Web -Advice created on 02/13/201816:11:28 and created by Eric Patterson***
1: Please use a long block if available.

*** 02/13/201816:11:52 ***
PWA has been authorized by Eric Patterson

*** 02/13/201816:11:52 ***
Case closed by Eric Patterson with Resolution Code: Faulty Component
[Resolution Summary]
PWAAuthorized

*** 06/27/2018 08:32:09 ***
Case Number: XXXXXXXX Reopen Requested by Thomas House.

Reason: [The reman engine sent to replace the original with was stripped while trying to torque the head bolts down. Informed my service manager and between him and my dpsm they ordered a new engine. Due to lack of communication a PWA wrty143 for that second engine was not completed. Need to submit signed PWA form to case so repair order may be closed.]

*** 06/27/2018 09:23:11 ***
Reopen Denied by Eric Patterson
Reason: Please call in on the case. I cannot re open this case. I have information for you in this matter.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

ModelNear: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 58,065

Prod Date: 03/13/2013 **Warranty Start Date:** 04/04/2013

Dealer/Contact Data:

Dealer: IN023 Nielsen Kia

Phone: 2198781133 **FAX:** 2198780085

Contact: michael coffel **Contact Title:** Service Manager **Service District:** CE13

Case Details:

Case Title: HVAC - Heater inop # Case for Warranty Authorization

Symptom: Coolant Leak **OTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 02/14/2018 09:15:49 ***
Contact = Michael Coffel, Priority = Standard, Sub Status = Dispatched

*** 02/14/2018 09:15:49 ***
Web - Problem Description created on 02/14/2018 08:58:27 and created by Michael Coffel
no heat at idle

*** 02/14/2018 09:15:49 ***
Web - Diagnostics created on 02/14/2018 08:58:27 and created by Michael Coffel
Prior dealer replaced radiator assembly / tech inspected performed air bleed noted no heat at idle performed system pressure check noted no drop. opened tech case, tech line noted to perform coolant gases test tech noted gasses in coolant when running/ tech removed parts to check cylinder head bolt torque noted cyl #3 head bolt will not torque continues to rotate / removed cyl heads noted warpage on both heads / requires long block replacement per tech line

*** 02/14/2018 09:15:49 ***
70831.jpg added by Michael Coffel on 02/14/2018 09:15:49

*** 02/14/2018 09:15:50 ***
70831-2 001.jpg added by Michael Coffel on 02/14/2018 09:15:49

*** 02/14/2018 09:24:22 ***
Accepted, from Queue= TL_Sorento_Sportage to WIPBin default

*** Web -Advice created on 02/14/2018 09:27:01 and created by Frank Lusic ***
1: Hello Again Michael
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
1,Replace the engine with a long block, if available; otherwise, please order a short block assembly2,If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required□□OIf a cylinder head replacement is required,

re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.4, Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. 5, If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.6, The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
7, Make sure all of the ladder frame bolts are installed in the replacement short engine

*** 02/14/2018 09:27:40 ***
PWA has been authorized by Frank Lusic

*** 02/14/2018 09:27:40 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 84,873

Prod Date: 03/15/2014 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: NJ072 Route 23 Kia

Phone: 9738399600 **FAX:** 9738399510

Contact: Emilio Ruesta **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: Engine - Overheats #

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: Needs the engine block

Case History

*** 02/15/2018 11:13:04 ***
Contact = Emilio Ruesta, Priority = Standard, Sub Status = Dispatched

*** 02/15/2018 11:13:04 ***
Web - Problem Description created on 02/15/2018 11:09:35 and created by Emilio Ruesta
c/s no heat

*** 02/15/2018 11:13:04 ***
Web - Diagnostics created on 02/15/2018 11:09:35 and created by Emilio Ruesta
checked coolant level ok coolant is contaminated with oil , oil level is low and coolant level low

customer was out of warranty kia was involved said to tear engine done and find problem tore down engine found 3 head bolts on left side head loose , was approved to replace head gasket and head bolts on both heads while installing the head gasket and new head bolts on left head the three bolts that were loose the block was stripped the bolts would just spin and checked head if they were warped as per measurements not warped to my knowledge it need a short block

*** 02/15/2018 11:21:53 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/15/2018 11:23:35 and created by Eric Patterson ***
1: Thanks for the information. Yes the engine block will need replaced at this time. If the vehicle was out of warranty then you most probably had a good will authorization from the DPSM. Please advises the DPSM the engine block will need replaced to resolve the problem.

*** Case has been auto closed by the system on 03/18/2018 01:05:03 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,873

Prod Date: 03/15/2014 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: NJ072 Route 23 Kia

Phone: 9738399600 **FAX:** 9738399510

Contact: Steven Cravotta **Contact Title:** Service Manager **Service District:** EA12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA authorized

Case History

*** 02/16/2018 07:26:39 ***
Contact = Steven Cravotta, Priority = Standard, Sub Status = Dispatched

*** 02/16/2018 07:26:39 ***
Web - Problem Description created on 02/16/2018 07:26:39 and created by Steven Cravotta
Heater blowing cold air.

*** 02/16/2018 07:26:39 ***
Web - Diagnostics created on 02/16/2018 07:26:39 and created by Steven Cravotta
Found leak from l/side head gasket. Attempted to replace head gasket, while torqueing down head bolt was unable to properly torque down bolts. Treads in engine block weak. Need to replace short block. See techline case #12634197

*** 02/16/2018 07:26:39 ***
PWA 20953.png added by Steven Cravotta on 02/16/2018 07:26:39

*** 02/16/2018 07:36:04 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/16/2018 07:41:18 and created by Brian Lall ***
1: I reviewed the repair assistance case and the C/A case and both indicate that this is not the original owner and the vehicle no longer had a valid powertrain warranty then that was changed and the system now shows that the customer is the original owner. Have you verified there is a valid powertrain warranty?
2: Thanks for the PWA form. If you can see any damage to the threads such as where they came out on the head bolts or any other damage take pictures of the damage and attach them to the case. Thanks.

*** 02/16/2018 09:03:14 ***
Web - Note created on 02/16/2018 09:03:14 and created by Steven Cravotta
Added head bolt picture. Warranty has been verified.

*** 02/16/2018 09:03:17 ***

151880078590014866197l3.jpg added by Steven Cravotta on 02/16/2018 09:03:14

*** Web - Advice created on 02/16/2018 09:13:23 and created by Brian Lall ***
1: Thanks for the picture and for verifying the warranty.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- ❑Replace the engine with a long block, if available; otherwise, please order a short block assembly

- ❑If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly) inspect the original cylinder head thoroughly to determine whether head replacement is required

- ❑If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- ❑Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- ❑If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- ❑Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** 02/16/2018 09:14:32 ***
PWA has been authorized by Brian Lall

*** 02/16/2018 09:14:32 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 97,095

Prod Date: 01/27/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: CA269 Dch Kia of Temecula

Phone: 9516993331 **FAX:** 9514912105

Contact: Alan Everts **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: Transfer to PWA/OK per

Case History

*** 02/19/2018 12:38:15 ***
Contact = Alan Everts, Priority = Standard, Sub Status = Dispatched

*** 02/19/2018 12:38:15 ***
Web - Problem Description created on 02/19/2018 12:37:07 and created by Alan Everts
customer states oil in coolant reservoir and oil leaking. confirmed dirty engine oil in radiator and overflow bottle, leak is from overflow bottle forcing fluid our of bottle.

*** 02/19/2018 12:38:15 ***
Web - Diagnostics created on 02/19/2018 12:37:07 and created by Alan Everts
oil is in cooling system and there is some coolant, heavily mixed. do not see coolant in oil, but see some metallic contamination (bearing material). coolant hoses are all soft and mushy. no external leaks other than from overflow bottle and no evidence of previous engine type of repair. no codes stored in engine or transmission. oil level is at low mark on dipstick and is just due for oil change according to window sticker.

*** 02/19/2018 13:01:48 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/19/2018 13:02:50 and created by Eric Patterson ***
1: Thanks for the information. Please look under the vehicle and see if there are any signs of external coolant leakage on the head gaskets.
2: Please perform a block check when the vehicle is warmed up and see if the fluid color changes and please attach a picture of the ending result to the case.

*** 02/20/2018 14:39:11 ***
Web - Note created on 02/20/2018 14:39:11 and created by Alan Everts
Block test negative

*** 02/20/2018 14:39:12 ***
15191663072252598445 66.jpg added by Alan Everts on 02/20/2018 14:39:11

*** Web - Advice created on 02/20/2018 14:42:40 and created by Eric Patterson ***
1: No external head gasket seepage found either?

*** 02/20/2018 15:18:30 ***
Web - Note created on 02/20/2018 15:18:30 and created by Alan Everts
i see a some seepage on bank 2 behind alternator, valve cover is dry and front cover appears dry also, everywhere else i can see is dry. its not wet but can see it been seeping over time

*** Web - Advice created on 02/20/2018 15:41:14 and created by Eric Patterson ***
1: Thank you, do you think you can get a shot of the seepage and attach it to the case.

*** 02/20/2018 15:59:49 ***
Web - Note created on 02/20/2018 15:59:49 and created by Alan Everts
That's about the best I can get.

*** 02/20/2018 15:59:51 ***
151917094705553971370 8.jpg added by Alan Everts on 02/20/2018 15:59:49

*** Web - Advice created on 02/20/2018 16:07:34 and created by Eric Patterson ***
1: The customer stated leaking, was that due to the overflow tank?

Please empty the reservoir and clean it out and road test and check the level when hot. See if the vehicle overheats, the picture looks more like oil than coolant.
2: Please let me know if the reservoir goes over the full line and starts to bubble or get abnormally high and if the vehicle overheats.

*** 02/20/2018 16:15:29 ***
Web - Note created on 02/20/2018 16:15:29 and created by Alan Everts
yes

*** Web - Advice created on 02/20/2018 16:19:49 and created by Eric Patterson ***
1: You have already did it?

*** 02/20/2018 17:05:45 ***
Web - Note created on 02/20/2018 17:05:45 and created by Alan Everts
sorry did not see 2nd part of advice, I really don' t want to drive this thing due to hoses condition. one of the heater hoses has a bulge sticking out and is very soft. all hoses are very soft and mushy as previously stated.

*** Web - Advice created on 02/21/2018 07:35:54 and created by Eric Patterson ***
1: When the block check was performed was the coolant flowing through the radiator?

Was it hot at operating temperature?
If you warm the vehicle up and remove enough fluid from the radiator as its running the exhaust gasses can flow through the system.

We need to find the failure before diagnosis. Pleas send a short video of the hoses and the conditions.

*** 03/15/2018 09:14:21 ***
Web - Note created on 03/15/2018 09:14:21 and created by Alan Everts
replaced, radiator all coolant hoses including hoses to AT cooler, replaced t stat, flushed heater core, cleaned overflow bottle and replaced overflow bottle hose. had vehicle driven over 500 miles and oil is accumulating again into overflow bottle and fluid appears to be now mostly oil instead of coolant. there is no contamination of coolant in the oil and the vehicle is not overheating, nor was it to begin with.

*** Web - Advice created on 03/15/2018 09:50:13 and created by Tony Thomas ***
1: Would have to be the heads or gaskets causing this. Get approval for tear down and make sure you torque check the head bolts before removal to see if any are not holding.

*** Service Alert Escalated to CA as: 12662635 on 03/16/2018 01:06:11 (PST)

*** 03/19/2018 17:22:30 ***
Web - Note created on 03/19/2018 17:22:30 and created by Alan Everts
was told by DPSM to remove valve covers and inspect head bolts for proper torque and if they are tight to replace long block. since head bolts are angle torqued can only check to see if they are tight, which they are.

*** Web - Advice created on 03/20/2018 07:55:00 and created by Eric Patterson ***
1: You will need to remove the camshafts and inspect the torque.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped near the affected leakage on the head gasket. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me know before continuing. Thanks

*** Web - Advice created on 03/21/2018 14:50:34 and created by Eric Patterson ***
1: I have received an email from the DPSM to replace the engine. I tried to get the block check to fail when the vehicle came in, either the test was not done correctly or the test could not pick up the gases in the system. Please close this case per the DPSM Joseph Hegmann and open a PWA case to replace the engine with a long block. No further testing is necessary.
2: You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Please close the repair assistance case when you are finished with the case approvals.

*** Case has been auto closed by the system on 04/21/2018 01:09:05 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 73,447

Prod Date: 01/02/2014 **Warranty Start Date:** 04/27/2014

Dealer/Contact Data:

Dealer: CA233 Valley Kia

Phone: 9093502700 **FAX:** 9093502780

Contact: Alfredo Olguin **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/20/2018 10:56:27 ***
Contact = Alfredo Olguin, Priority = Standard, Sub Status = Dispatched

*** 02/20/2018 10:56:27 ***
Web - Problem Description created on 02/20/2018 10:55:18 and created by Alfredo Olguin
Customer states, Vehicle is sluggish upon acceleration and leaking coolant, Check engine light on.

*** 02/20/2018 10:56:27 ***
Web - Diagnostics created on 02/20/2018 10:55:18 and created by Alfredo Olguin
Inspected found Vehicle is over heading, Found coolant leaking from head gasket, By the Exhaust bank 2, According to the other master tech head bolts be come louse and short block Thread gets pull, Any advice?

*** 02/20/2018 11:09:58 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/20/2018 11:11:13 and created by Frank Lusic ***
1: Hello Alfredo
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** Phone - Advice created on 02/22/2018 13:08:54 and created by Frank Lusic ***
1: Alfredo called in and said that the threads are pulled out in the block, I asked him to
Please remove the cylinder heads and inspect for warped heads by using a procession straight edge, if the head is warped let me know by how much thank you

*** 02/22/2018 17:24:52 ***
Web - Note created on 02/22/2018 17:24:51 and created by Alfredo Olguin

Remove both of the heads inspected them found no warped on any of theme, Any advice?

*** Web - Advice created on 02/23/2018 07:11:33 and created by Frank Lusic ***
1: thank you for this information, then only the short block will need to be replaced
Based on the information that you have provided the engine will need to be replaced.
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

2: If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.
Please close this case and open a PWA case and complete the survey

*** Service Alert Escalated to CA as: 12642823 on 02/24/2018 01:06:15 (PST)

*** Case has been auto closed by the system on 03/26/2018 01:04:11 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 79,072

Prod Date: 08/15/2013 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: TX104 Moritz Kia of Hurst

Phone: 8175958200 **FAX:** 8175958299

Contact: brandon albert **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 02/21/2018 07:23:03 ***
Contact = brandon albert, Priority = Standard, Sub Status = Dispatched

*** 02/21/2018 07:23:03 ***
Web - Problem Description created on 02/21/2018 07:23:03 and created by brandon albert
customer complaint that it is using alot of coolant and running rough.
and over heating

*** 02/21/2018 07:23:03 ***
Web - Diagnostics created on 02/21/2018 07:23:03 and created by brandon albert
found that the left side head gasket is blown.
removed engine and checked head bolts and found the head bolts just spinning not able to tighten.

*** 02/21/2018 07:31:33 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/21/2018 07:31:52 and created by Eric Patterson ***
1: Thank you , please add a short video of the bolts not being able to tighten and the valvetrain in the same video with the vin plate. As long as the valvetrain is clean we will need to replace the engine. If the bolts will net remove from the cylinder head then we will not need to check the warpage of the cylinder heads.

*** 02/21/2018 10:29:52 ***
Web - Note created on 02/21/2018 10:29:52 and created by brandon albert
Here is video

*** 02/21/2018 10:32:00 ***
Web - Note created on 02/21/2018 10:32:00 and created by brandon albert
Here is video

*** 02/21/2018 10:33:21 ***

20180221_122619.mp4 added by brandon albert on 02/21/2018 10:29:52

*** 02/21/2018 10:34:20 ***
Web - Note created on 02/21/2018 10:34:20 and created by brandon albert
Here is video

*** 02/21/201810:36:13 ***
Web - Note created on 02/21/201810:36:13 and created by brandon albert
Here is video

*** Web -Advice created on 02/21/2018 11:04:21 and created by Eric Patterson***
1: Perfect. Thanks for the video. The head bolts are stripped. If the heads are warped they will need replaced.
I have reviewed the pictures of the valve train. The condition of the engine shown in the pictures you attached to the case appears the engine has been maintained correctly.

2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician.
3: If you can get this attached I can close the case as approved today and proceed with the engine replacement and inspect the cylinder heads and verfy if they need replacement. You are a DSA"A" dealer as well.

*** 02/21/2018 11:37:55 ***
Web - Note created on 02/21/2018 11:37:54 and created by brandon albert
Here is core data sheet

*** 02/21/2018 11:37:56 ***
151924184029973749217 3.jpg added by brandon albert on 02/21/2018 11:37:55

*** Web -Advice created on 02/21/2018 11:40:57 and created by Eric Patterson***
1: Thank you for the PWA form. Have a great weekend.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

□Replace the engine with a long block, if available; otherwise, please order a short block assembly

□If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required

DIf a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

3: □Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
□□□□□□DD □If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.

□Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** 02/21/201811:41:48 ***
PWA has been authorized by Eric Patterson

*** 02/21/201811:41:48 ***
Case closed by Eric Patterson with Resolution Code: Faulty Component
[Resolution Summary]
PWAAuthorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 78,211

Prod Date: 05/28/2014 **Warranty Start Date:** 08/29/2014

Dealer/Contact Data:

Dealer: MN007 Kia of Duluth

Phone: 2187224542 **FAX:** 2187209543

Contact: Kerry Mudrak **Contact Title:** Shop Foreman **Service District:** CE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: Transfer to PWA

Case History

*** 02/23/2018 08:52:32 ***
Contact = Kerry Mudrak, Priority = Standard, Sub Status = Dispatched

*** 02/23/2018 08:52:32 ***
Web - Problem Description created on 02/23/2018 08:52:32 and created by Kerry Mudrak
Customer reports vehicle does not blow heat consistently. Coolant level was low.

*** 02/23/2018 08:52:33 ***
Web - Diagnostics created on 02/23/2018 08:52:33 and created by Kerry Mudrak
Coolant level approx. 4 qts low prior to testing. THis explains lack of heat concern. Filled system. Performed cooling system pressure check at 16 PSI for 25 minutes. Reading after 25
minutes was approx. 10 PSI. Performed extensive external checks found no leaks present on outside of engine. Started motor and noted heavy white, sweet smelling exhaust
present. Performed combustion dye test. Dye revealed combustion gases present in cooling system. Performed Leak down test, found 80% leakage in cylinder 3 and 5. Diagnosed
faulty head gasket on right bank. Please advise.

*** 02/23/2018 09:06:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/23/2018 09:07:30 and created by Eric Patterson ***
1: Thanks for the information.

Please check the rear bank where the problem is associated. If the threads are compromised then the lower engine block will need replaced. Then please check the cylinder heads for warpage to check for re use.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me know before continuing. Thanks Please send a picture of the valvetrain condition as well and attach to the case.

*** 02/23/2018 09:37:33 ***
Web - Note created on 02/23/2018 09:37:32 and created by Kerry Mudrak
I will likely get tear down time Mon or Tues as I am currently completing two engine R/R's today. Thank you for response, will update status after teardown.

*** Web - Advice created on 02/23/2018 10:07:17 and created by Eric Patterson ***
1: Not a problem, thanks for the update.

*** Service Alert Escalated to CA as: 12642831 on 02/24/2018 01:06:15 (PST)

*** 03/12/2018 10:00:00 ***
Web - Note created on 03/12/2018 10:00:00 and created by Kerry Mudrak
Removed engine from vehicle. Torqued all head bolts to 80 lb ft. 3 of 8 pulled threads.

*** 03/12/2018 10:05:53 ***
Web - Note created on 03/12/2018 10:05:53 and created by Kerry Mudrak
OCV's appear to be clean and free of debris.

*** Web - Advice created on 03/12/2018 10:05:18 and created by Eric Patterson ***
1: Thanks for the information.

When the heads are removed check for warpage with a strait edge, note down the results and please add 1 picture of the head bolts with the threads affected.

Please also add the picture of the valvetrain as well.

*** 03/21/2018 15:26:31 ***
20180321_171853.jpg added by Kerry Mudrak on 03/21/2018 15:26:30

*** 03/21/2018 15:26:32 ***
20180321_171845.jpg added by Kerry Mudrak on 03/21/2018 15:26:31

*** 03/21/2018 15:29:35 ***
Web - Note created on 03/21/2018 15:29:35 and created by Kerry Mudrak
I have attached pictures as requested. Removed cylinder heads and found Cyl #1 washed. Checked both heads for true. Found Bank #1 head to have warpage from .03 mm to .07 mm along exhaust side of cylinder head. Found Bank #2 to have warpage from .02 mm to .04 mm, also along exhaust side. Specification is less than .05 mm. Please advise.

*** Web - Advice created on 03/21/2018 16:11:14 and created by Eric Patterson ***
1: Thanks, the 1 cylinder head is over and the other is basically at the limit. Were the head bolts loose? Stripped?

*** 03/21/2018 16:34:41 ***
Web - Note created on 03/21/2018 16:34:41 and created by Kerry Mudrak
Two of the three had no resistance when attempting to torque to 80 ft lb. The third held until 76 ft lb. (Digital torque wrench). All three had threads attached when removed as shown in picture.

*** Web - Advice created on 03/22/2018 07:33:49 and created by Eric Patterson ***
1: Thank you for the attachments, please open the PWA case and replace with a long block if available.
2: You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Please close the repair assistance case when you are finished with the case approvals.

*** Web - Advice created on 03/22/2018 07:34:45 and created by Eric Patterson ***
1: Please also validate warranty. Make sure the vehicle has powertrain coverage.
2: Please also add pictures of the cams and top of the cylinder heads before opening the PWA case.

*** 03/22/2018 08:47:52 ***

20180322_104104.jpg added by Kerry Mudrak on 03/22/2018 08:47:51

*** 03/22/2018 08:47:53 ***
20180322_104059.jpg added by Kerry Mudrak on 03/22/2018 08:47:52

*** 03/22/2018 08:47:55 ***
20180322_104055.jpg added by Kerry Mudrak on 03/22/2018 08:47:54

*** 03/22/2018 08:47:57 ***
20180322_104109.jpg added by Kerry Mudrak on 03/22/2018 08:47:55

*** 03/22/2018 08:47:58 ***
20180322_104113.jpg added by Kerry Mudrak on 03/22/2018 08:47:57

*** 03/22/2018 08:48:00 ***
20180322_104014.jpg added by Kerry Mudrak on 03/22/2018 08:47:58

*** 03/22/2018 08:48:02 ***
20180322_104023.jpg added by Kerry Mudrak on 03/22/2018 08:48:00

*** 03/22/2018 08:48:03 ***
20180322_104028.jpg added by Kerry Mudrak on 03/22/2018 08:48:02

*** 03/22/2018 08:48:05 ***
20180322_104041.jpg added by Kerry Mudrak on 03/22/2018 08:48:03

*** 03/22/2018 08:48:06 ***
20180322_104047.jpg added by Kerry Mudrak on 03/22/2018 08:48:05

*** 03/22/2018 08:48:28 ***
Web - Note created on 03/22/2018 08:48:28 and created by Kerry Mudrak
I have added several pictures as requested.

*** 03/22/2018 08:48:45 ***
Web - Note created on 03/22/2018 08:48:45 and created by Kerry Mudrak
Customer is covered under powertrain coverage

*** Web - Advice created on 03/22/2018 09:32:50 and created by Eric Patterson ***
1: Thank you for the valvetrain pictures, please open the PWA for the engine replacement.

Thanks Kerry, Have a great weekend

*** 03/22/2018 12:56:30 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Transfer to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 47,836

Prod Date: 05/16/2014 **Warranty Start Date:** 01/25/2015

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Algeny Capellan **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: RePlace 1 left side Cylinder

Case History

*** 02/24/2018 11:53:24 ***
Contact = Algeny Capellan, Priority = Standard, Sub Status = Dispatched

*** 02/24/2018 11:53:24 ***
Web - Problem Description created on 02/24/2018 11:43:13 and created by Algeny Capellan
Perform found code P0302 cylinder 2 misfire vehicle was tow to facility

*** 02/24/2018 11:53:24 ***
Web - Diagnostics created on 02/24/2018 11:43:13 and created by Algeny Capellan
Diagnose perform check found no coolant on the radiator and Reservoir coolant leak between the head and the block head gasket the cylinder head left side head gasket is blown is leaking a lot of cooling when I compressed it with the coolant tester perform a compression test at cylinder cylinder 2 has 0% of compression. check cooling fan relay fuse okay perform actuation test on the cooling fan is working good? Attached some pictures from the Block in the head leaking coolant

*** 02/24/2018 12:03:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/24/2018 12:04:01 and created by Jameson Phillips ***
1: Algeny, I would like you to access the head bolts on that side, and apply fastening torque to them and see if they just spin?

*** 02/26/2018 07:21:43 ***
Web - Note created on 02/26/2018 07:21:43 and created by Algeny Capellan
Remove valve cover I check head bolts on cylinder 2 applying no torque are loose and yes they just spin no force on it

*** Web - Advice created on 02/26/2018 07:34:50 and created by Jameson Phillips ***
1: You're going to need to pull the heads and check for deck flatness on the cylinder head. Please verify your measurements in the case whether they are within, or out of spec per KGIS. Then I will provide further instruction.

*** 02/27/2018 08:58:09 ***
Web - Note created on 02/27/2018 08:58:09 and created by Algeny Capellan

I remove a head how to check the flatness on the head and on the Block check all around the head only on cylinder to surface 0.05 mm Rose through the straight edge all the cylinders are good the same thing on the head and on the Block goes to the bottom of the straight edge

*** Web - Advice created on 02/27/2018 08:59:48 and created by Jameson Phillips ***
1: Ok, that was a little unclear. The block is junk, so I don't care about that. I want to know what your exact surface variation is on the cylinder head deck.

*** 02/27/2018 10:55:11 ***
Web - Note created on 02/27/2018 10:55:11 and created by Algeny Capellan
I check cylinder head only cylinder 2 surface 0.05 mm cylinder 4 and 6 surfaces good I don't think this head is good and when I remove all cylinder head bolts only one was tight add notes found like a piece of wire metal inside the head attach photo

*** 02/27/2018 10:55:13 ***
15197575565481666081655.jpg added by Algeny Capellan on 02/27/2018 10:55:11

*** 02/27/2018 10:55:15 ***
1519757591237480502776.jpg added by Algeny Capellan on 02/27/2018 10:55:13

*** Web - Advice created on 02/27/2018 10:58:20 and created by Jameson Phillips ***
1: I would recommend longblock replacement. Please refer to warranty bulletin 2015-09. You are required to open a techline engine PWA for request of authorization prior to ordering any parts, or performing any repairs. Please be sure to complete, and attach your WRTY143 core data sheet to the PWA case.

*** 03/08/2018 09:44:59 ***
Web - Note created on 03/08/2018 09:44:59 and created by Algeny Capellan
Waiting on parts show block is on back order and the meantime if you want I can close the case the engine was already approved thank you

*** Web - Advice created on 03/08/2018 09:46:21 and created by Jameson Phillips ***
1: You can close the case if you wish. If any issues arise, you can request the case be reopened.

*** 03/14/2018 10:38:34 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: RePlace 1 left side Cylinder Head and Short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 59,239

Prod Date: 03/01/2014 **Warranty Start Date:** 05/20/2014

Dealer/Contact Data:

Dealer: IL054 Gerald Kia of Naperville

Phone: 6304452542 **FAX:** 6306370386

Contact: thomas data **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: inspecting the head bolts/

Case History

*** 02/26/2018 13:16:23 ***
Contact = thomas data, Priority = Standard, Sub Status = Dispatched

*** 02/26/2018 13:16:23 ***
Web - Problem Description created on 02/26/2018 13:16:23 and created by thomas data
vehical spills coolant and overheating

*** 02/26/2018 13:16:23 ***
Web - Diagnostics created on 02/26/2018 13:16:23 and created by thomas data
verified overheating found coolant leaking from backside passenger head coolant is bubbling and dumping into to coolant resivor

*** 02/26/2018 13:19:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/26/2018 13:21:33 and created by Eric Patterson ***
1: Thank you for the information.

When the valve covers are off please attach a picture of the front cams for the valvetrain maintenance inspection.
2: Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please.
3: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped near the affected leakage on the head gasket. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me know before continuing. Thanks

*** 02/27/2018 11:59:54 ***
Web - Note created on 02/27/2018 11:59:54 and created by thomas data
have vale covers off tried to torque head bolts were loose and stripped out as soon as i tried to torque down

*** Web - Advice created on 02/27/2018 13:04:13 and created by Eric Patterson ***

1: Thank you for the information, please add a picture of the valve train to the case.

Please remove the cylinder heads and check for the warpage and please let me know if the heads are warped, If they are,
2: Please close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 03/05/2018 04:49:48 ***
1520254081008140908034 8.jpg added by thomas data on 03/05/2018 04:49:46

*** 03/05/2018 04:49:50 ***
1520254124662109905060 7.jpg added by thomas data on 03/05/2018 04:49:48

*** Web - Advice created on 03/05/2018 07:51:24 and created by Eric Patterson ***
1: I have reviewed the pictures of the valve train. The condition of the engine shown in the pictures you attached to the case appears the engine has been maintained correctly. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: Are the cylinder heads warped? What you get the cylinder heads off please add the warpage measurement.

*** 03/13/2018 06:01:06 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: inspecting the head bolts/ open PWA/heads measure

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 85,780

Prod Date: 04/25/2013 **Warranty Start Date:** 05/31/2013

Dealer/Contact Data:

Dealer: TX107 Beck & Masten Kia

Phone: 2815391111 **FAX:** 2816553099

Contact: Nathan Pierce **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: transfered to extended

Case History

*** 02/26/2018 16:02:40 ***
Contact = Nathan Pierce, Priority = Standard, Sub Status = Dispatched

*** 02/26/2018 16:02:40 ***
Web - Problem Description created on 02/26/2018 15:53:30 and created by Nathan Pierce
Vehicle came in 20 days ago for an oil change. Upon inspection lube tech found what appeared to be oil in the overflow reservoir. Gave vehicle to me to DIAG and I pulled the thermostat and found the wax had been damaged as well as both radiator hoses had been swollen. I incorrectly speculated the thermostat had released the wax into the system and that was what was found. Performed pressure test and found no drop in pressure. Replaced thermostat and both hoses, Performed coolant cleanse and flush twice and found no further oil was showing up at that time. Customer stated Vehicle had never over heated on him. So coolant flush with cleaner detergent was done twice and vehicle was let go. Vehicle is back after it had started overheating and both hoses are very very pliable, there is evidence of oil all over the overflow bottle and oil is in the radiator. Ran vehicle until operating temperature but could not get an accurate engine block test.

*** 02/26/2018 16:02:40 ***
Web - Diagnostics created on 02/26/2018 16:02:40 and created by Siebel eSupport
Found oil level is slightly below where it was filled to 20 days ago. Attempted block check but could notnp get accurate test. Fluid turned yellow once but only after roughly 10 pumps. Pulled two samples into a clear tube. Oil is clean not milky

*** 02/26/2018 16:02:42 ***
20180226_180510.jpg added by Nathan Pierce on 02/26/2018 16:02:40

*** 02/26/2018 16:02:43 ***
20180226_180652.jpg added by Nathan Pierce on 02/26/2018 16:02:42

*** 02/26/2018 16:02:48 ***
20180226_181209.jpg added by Nathan Pierce on 02/26/2018 16:02:43

*** 02/26/2018 16:02:49 ***
20180226_181222.jpg added by Nathan Pierce on 02/26/2018 16:02:48

*** 02/26/2018 16:02:50 ***
20180226_182009.jpg added by Nathan Pierce on 02/26/2018 16:02:49

*** 02/26/2018 16:03:43 ***
20180226_182011.mp4 added by Nathan Pierce on 02/26/2018 16:02:50

*** 02/26/2018 16:05:29 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/26/2018 16:11:24 and created by Eric Patterson ***
1: Thank you for the video, I can see the oil in the cooling system as well as the coolant and the mixing. Next we will need to doo a little further investigation. If there are no DTC's

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped near the affected leakage on the head gasket. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me know before continuing. Thanks

*** Service Alert Escalated to CA as: 12644814 on 02/27/2018 01:06:31 (PST)

*** 02/27/2018 13:15:34 ***
Web - Note created on 02/27/2018 13:15:34 and created by Nathan Pierce
Photo added of evidence of leak at cylinder head

*** 02/27/2018 13:15:35 ***
20180227_161230.jpg added by Nathan Pierce on 02/27/2018 13:15:34

*** 02/27/2018 13:15:36 ***
20180227_161234.jpg added by Nathan Pierce on 02/27/2018 13:15:35

*** Web - Advice created on 02/27/2018 13:16:25 and created by Eric Patterson ***
1: Thank you for the attachments of the leaking cylinder head gasket, please attach a picture of the valvetrain while checking the threads on the head bolts.

*** 02/28/2018 10:20:59 ***
Web - Note created on 02/28/2018 10:20:59 and created by Nathan Pierce
I found no evidence of metal in the ocv's. I took both cams off and found at least 4 bolts on both sides that were either not torqued at all and would turn at 13ft/lbs-15ft/lbs and some that were not torqued enough and started to turn at aroun50ft/lbs. both sides that had the 13-15ft/lbs line up with leak evidence from exterior of motor pics will be attached in a minute

*** 02/28/2018 10:26:22 ***
20180228_132122.jpg added by Nathan Pierce on 02/28/2018 10:26:21

*** 02/28/2018 10:26:23 ***
20180228_132126.jpg added by Nathan Pierce on 02/28/2018 10:26:22

*** 02/28/2018 10:26:24 ***
20180228_132136.jpg added by Nathan Pierce on 02/28/2018 10:26:23

*** 02/28/2018 10:26:25 ***
20180228_132139.jpg added by Nathan Pierce on 02/28/2018 10:26:24

*** Web - Advice created on 02/28/2018 10:23:56 and created by Eric Patterson ***
1: Thanks Nathan, please remove the cylinder heads and inspect for warppege. After review and if the valvetrain is clean, we will need to open the PWA case and if the heads are warped they will need replaced as well. If the heads pass the strait edge inspection, please send them to a machine shop for cleaning, pressure testing and seal replacement.

Please do not have the heads resurfaced. Please validate original customer and warranty for the powertrain coverage.

Thanks Nathan...
2: Thanks I received the information. The torque results from turning the head bolts. I have reviewed the pictures of the valve train. The condition of the engine shown in the pictures you attached to the case appears the engine has been maintained correctly. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
3: If proper maintenance and warranty are validated, Please close this case and open a required PWA case for warranty authorization to replace the engine. Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** 03/08/2018 12:09:05 ***
Web - Note created on 03/08/2018 12:09:05 and created by Nathan Pierce
vehicle is out of warranty. there was an issue with the service writers paperwork that showed there was still powertrain warranty. found the block and damaged thread holes from the stretched head bolts. extended warranty is sending us a reman motor

*** 03/08/2018 12:09:33 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: transfered to extended warranty for approval to replace engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 47,836

Prod Date: 05/16/2014 **Warranty Start Date:** 01/25/2015

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Algeny Capellan **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/27/2018 13:12:10 ***
Contact = Algeny Capellan, Priority = Standard, Sub Status = Dispatched

*** 02/27/2018 13:12:10 ***
Web - Problem Description created on 02/27/2018 13:12:10 and created by Algeny Capellan
C/S while driving temperature gage goes all the way while hitting the gas vehicle was tow to facility

*** 02/27/2018 13:12:10 ***
Web - Diagnostics created on 02/27/2018 13:12:10 and created by Algeny Capellan
Diagnose perform check found no coolant on the radiator and Reservoir coolant leak between the head and the block head gasket the cylinder head left side head gasket is blown is leaking a lot of cooling when I compressed it with the coolant tester perform a compression test at cylinder cylinder 2 has 0% of compression. check cooling fan relay fuse okay perform actuation test on the cooling fan is working good? Attached some pictures from the Block in the head leaking coolant case12643111

*** 02/27/2018 13:13:11 ***
Web - Note created on 02/27/2018 13:13:10 and created by Algeny Capellan
Attached PEACE FORM

*** 02/27/2018 13:13:12 ***
15197659398862087664948.jpg added by Algeny Capellan on 02/27/2018 13:13:11

*** 02/27/2018 13:14:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/27/2018 13:20:26 and created by Mike Ozonur ***
1: • Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:
- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly inspect the original cylinder head thoroughly to determine whether head replacement is required,

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

-

2: If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you.

*** 02/27/2018 13:24:40 ***
PWA has been authorized by Mike Ozonur

*** 02/27/2018 13:24:40 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 74,048

Prod Date: 03/25/2014 **Warranty Start Date:** 08/07/2014

Dealer/Contact Data:

Dealer: MD042 Bayside Kia of Waldorf

Phone: 3016451711 **FAX:** 3018435916

Contact: Brandon Seeley **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/01/2018 12:40:44 ***
Contact = Brandon Seeley, Priority = Standard, Sub Status = Dispatched

*** 03/01/2018 12:40:44 ***
Web - Problem Description created on 03/01/2018 12:40:44 and created by Brandon Seeley
Vehicle came in due to check engine light on and flashing / running rough and overheating.

*** 03/01/2018 12:40:44 ***
Web - Diagnostics created on 03/01/2018 12:40:44 and created by Brandon Seeley
Had multiple misfire codes. no coolant in reservoir and rad was very low. I filled the radiator with water and pressure tested the system , found coolant leak externally at the head gasket , bank 2. when the engine is running is misfires pretty bad and I can hear tapping in the engine. I removed the oil pan to look for metal and to see the oil condition. The oil looks like it has coolant in it and I found a 10 mm bolt inside the pan , I am sure it was in there before I removed the pan. Would you suggest that I go ahead and do a leak down and compression test next. Thank you.

*** 03/01/2018 12:54:56 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/01/2018 12:55:32 and created by Brian Lall ***
1: Yes, please do a compression test then a leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** Service Alert Escalated to CA as: 12648788 on 03/02/2018 01:06:14 (PST)

*** 03/02/2018 08:52:39 ***
Web - Note created on 03/02/2018 08:52:39 and created by Brandon Seeley
compression : #1- 155 , #2- 155 , #3- 165 , #4- 145 , #5- 160 , #6- 160. Leak down test : I may have to re-do this test

because of the results but after putting each cylinder at top dead and applying 100 psi , #1- 2% , the other 5 cylinders showed a 90% leak and can feel air coming out of the intake. The spark plugs in bank 2 (where the head leak is) are covered in coolant and can see some coolant in the spark plug tubes , the other plugs are ok.

*** Web - Advice created on 03/02/2018 08:57:24 and created by Brian Lall ***
1: Please redo the leak down test and make sure that you are rotating the engine so each cylinder is at TDC when tested. You can refer to the valve adjustment procedure to make sure the valves are closed for the cylinder you are testing or just make sure the piston is at the top of the stroke and both cams have the lobes away from the lifters when you check. Thanks.

*** 03/02/2018 11:05:45 ***
Web - Note created on 03/02/2018 11:05:45 and created by Brandon Seeley
sorry about that. EXCEPT for cylinder 3 , all have 2-3 % leak down. Cylinder 3 has a 30% leak and the air is escaping through the radiator.

*** Web - Advice created on 03/02/2018 12:25:08 and created by Brian Lall ***
1: Thanks for rechecking and updating the information. Based on the test results, my recommendation is to get authorization to remove the bank 1 head and to check for warping, cracks, or damage to the head or block. If the head is warped it should be replaced, Kia does not recommend resurfacing heads. When you are removing the head check if any head bolts are loose or if any threads come out with the head bolts. If you find. that the threads in the block are damaged stop the head removal and let me know. Thanks.

*** 03/06/2018 06:46:42 ***
Web - Note created on 03/06/2018 06:46:42 and created by Brandon Seeley
I removed the cylinder head and I found a spot that I can fit a (.076mm) feeler gauge under the straight edge. I used a scotch brite pad to rub off the little bit of corrosion without digging into the head so I have a good reading. Spec says LESS than .05mm , so I would say this head is no good.

*** 03/06/2018 07:27:52 ***
Web - Note created on 03/06/2018 07:27:51 and created by Brandon Seeley
Also , I said that cylinder 3 had the air leak , It was actually Cylinder #4 , So I am looking at the Bank 2 head.

*** Web - Advice created on 03/06/2018 07:56:15 and created by Brian Lall ***
1: Thanks for clarifying. Based on the information you provided the head will need to be replaced. Did you find that any of the head bolts were loose when you removed the head? Please also check the block for damage or warpage. Let me know what you find. Thanks.

*** 03/06/2018 10:48:00 ***
Web - Note created on 03/06/2018 10:48:00 and created by Brandon Seeley
None of the head bolts were loose. I have a spot on the block where I can fit a .051mm but not a .076 , so the gap is somewhere between, which is just barely too high for spec. The way it ran before taking it apart, indicated internal problems also , I heard a metal tapping noise and it did overheat (unsure how many times) , but I would suggest that the block be replaced as well. There are no signs of sludge or lack of maintenance , looks pretty clean , let me know if you want any pictures.

*** Web - Advice created on 03/06/2018 10:56:05 and created by Brian Lall ***
1: The spec for the flatness of the block is the same as the head: Flatness of gasket surface
Less than 0.05mm (0.0019in.) Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.
2: • You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it.
• Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** Case has been auto closed by the system on 04/06/2018 01:08:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 46,049

Prod Date: 04/13/2013 **Warranty Start Date:** 07/29/2013

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 **FAX:** 7329229835

Contact: Shane Johnson **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Eng-Reman Engine Concern # Threads pulled out, Case for Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 03/07/2018 10:34:38 ***
Contact = Shane Johnson, Priority = Standard, Sub Status = Dispatched

*** 03/07/2018 10:34:38 ***
Web - Problem Description created on 03/07/2018 10:34:33 and created by Shane Johnson
issue with reman short block, threads pulled out of block

*** 03/07/2018 10:34:38 ***
Web - Diagnostics created on 03/07/2018 10:34:33 and created by Shane Johnson
threads in reman block damaged

*** 03/07/2018 10:41:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/07/2018 10:48:41 and created by Frank Lusic ***
1: Hello Shane
, I will need a picture of the blue reman tag or the engine serial number, This tag is normally by the crank sensor, then attach it to the case, This is required! Then add a case note, Thank you
2: Are you referring to the treads for the head bolts ?

*** 03/07/2018 11:12:15 ***
Web - Note created on 03/07/2018 11:12:15 and created by Shane Johnson
Yes threads for head bolts... picture attached

*** 03/07/2018 11:12:17 ***
20180307_122646.jpg added by Shane Johnson on 03/07/2018 11:12:15

*** Case 12653831 is sent on 3/7/2018 11:29:51 by Frank Lusic
To: FLusic@Kiausa.com
Cc:

Title: reman

*** Web - Advice created on 03/07/2018 11:49:52 and created by Frank Lusic ***
1: Thank you
Based on the information that you have provided the engine will need to be replaced again

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** Web - Advice created on 03/08/2018 07:08:24 and created by Frank Lusic ***
1: Shane
the service engineer would like me to send your parts manager a special investigation request sticker so it can be applied to the reman engine box so it can be collected engine, I will need the following information so I can overnight this to him
1, the correct address for the dealer
2, his name
3, his phone number
4, him email address

2: then please do the following

- Remove the cylinder heads and all components swapped from the original engine
- Place the engine back in the container
- Affix the orange “special investigation” label on the box
- Take a photo of the label attached to the box and attach it to the case

Thanks,

*** Web - Advice created on 03/08/2018 08:54:27 and created by Mike Ozonur ***
1: Tech provided Parts managers information,
Pete Buldo
3401 route 66
Neptune NJ 07753
PBULDO64@GMAIL.COM
(848)240-2173

*** Case 12653831 is sent on 3/8/2018 8:59:1 by Frank Lusic
To: FLusic@Kiausa.com
Cc:
Title: threads

*** Web - Advice created on 03/08/2018 09:15:03 and created by Frank Lusic ***
1: the sticker has been sent

*** Web - Advice created on 03/08/2018 09:17:39 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** Web - Advice created on 03/09/2018 15:27:45 and created by Frank Lusic ***
1: the service engineer is requesting that a picture of the orange tag that was mailed to you after you attach it to the plastic crate , please attach it to this case

*** Web - Advice created on 03/09/2018 15:30:17 and created by Frank Lusic ***
1: I also need the core form attached to this case

*** 03/12/2018 13:21:31 ***
Web - Note created on 03/12/2018 13:21:31 and created by Junang Herowanto
CORE FORM ATTACHED

*** 03/12/2018 13:21:32 ***
AUTO AVE RO #26014390.jpg added by Junang Herowanto on 03/12/2018 13:21:31

*** Web - Advice created on 03/12/2018 14:37:01 and created by Tony Thomas ***
1: The RO, VIN and mileage on the core form do not match this vehicle or case.

*** Web - Advice created on 03/14/2018 16:15:01 and created by Frank Lusic ***
1: I need to close this case please attach the corrected form soon or this case will be denied

*** 03/14/2018 16:34:21 ***
image000000.jpg added by Shane Johnson on 03/14/2018 16:34:21

*** Web - Advice created on 03/15/2018 07:16:24 and created by Frank Lusic ***
1: The RO # still does not match, what is the correct RO # 390 or 397 ? this is important or the claim will not be paid

*** 03/15/2018 07:40:03 ***
Web - Note created on 03/15/2018 07:40:03 and created by Junang Herowanto
I APOLOGIZE FOR THE CONFUSION, I WAS INSTRUCTED BY MY SERVICE MANAGER TO CLOSE THE PRIOR WORK OPRDER AND OPEN UP A NEW. NEW RO # IS 26014390. I CAN UPLOAD A PICTURE IF NEEDED.

*** Web - Advice created on 03/15/2018 08:26:14 and created by Frank Lusic ***
1: thank you for this clarification
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/15/2018 08:26:53 ***
PWA has been authorized by Frank Lusic

*** 03/15/2018 08:26:53 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: [redacted] **Mileage:** 32,052

Prod Date: 07/23/2014 **Warranty Start Date:** 08/20/2015

Dealer/Contact Data:

Dealer: MO029 Cable Dahmer Kia of Lees Summit

Phone: 8162076200 **FAX:** 8165216392

Contact: Tim Tudhope **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Unusual Odor - Fuel #

Symptom: Unusual Odor **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: found head was unable to

Case History

*** 03/12/2018 05:59:43 ***
Contact = Tim Tudhope, Priority = Standard, Sub Status = Dispatched

*** 03/12/2018 05:59:43 ***
Web - Problem Description created on 03/12/2018 05:59:43 and created by Tim Tudhope
customer has brought in their sorento with a fuel odor concern.

*** 03/12/2018 05:59:43 ***
Web - Diagnostics created on 03/12/2018 05:59:43 and created by Tim Tudhope
i have duplicated this concern. when starting you have a very extended crank like total loss in fuel pressure.there are no dtcs being set. fuel odor is coming from engine bay around intake area. there is no driveability concerns. vehicle seems to run just fine. also very strange when shutting off the vehicle you can hear the fuel pump still trying to prime the system. i have compaired to several others and this is the only one doing such. in tank pump is also making an abnormal hissing type noise. doesnt seem to have any type of leak in or around fuel tank. no puddles or fuel found anywhere out side the vehicle. i brushed over the previous tech line case for this vehicle and wonder if leaking injectors could be the root of all of these concerns. seems to be the only thing that makes sense for this concern. any advice or direction will be appreciated.

*** 03/12/2018 06:02:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/12/2018 06:09:44 and created by Steven Okimura ***
1: It sounds like the issue you are having after shut down may be the cause, possibly the injectors are also clicking after shut down, are they clicking? Inspect the PCM connectors for corrosion, inspect the engine harness for chafing. With the ignition off the main relay should open the fuel pump relay circuit, monitor voltage on the injector fuse when the ignition is shut off and the you can hear the pump trying to run.

*** 03/12/2018 06:55:27 ***
Web - Note created on 03/12/2018 06:55:27 and created by Tim Tudhope
dont hear any injector clicking after shut down. its more of a pressure building sound not so much the motorized pump running. no corrosion in pcm harness and dont see anything off the bat for the wire harness. all seems ok. with a probe on the

injector fuse i have power at the fuse for about a full 30 seconds after shutting off vehicle. would make sense of hearing the fuel pulled forward.

*** Web - Advice created on 03/12/2018 07:12:36 and created by Steven Okimura ***
1: Tim, will you compare the voltage on the Injector fuse with another like Sorento, I would think the power would shut down with the ignition off.
High fuel pressure typically rises after shut down, does the high fuel pressure drop or increase after shut down?

*** 03/12/2018 07:40:03 ***
Web - Note created on 03/12/2018 07:40:03 and created by Tim Tudhope
ok so compaired the fuse voltage to a couple other vehicles. about even with how long power stays on that fuse. so seems to be normal operation of fuse still having power. again no clicking from injectors during shut down. watching high pressure fuel rail it stay pretty much the same as it was when it was running. there was no pressure build. 510 at shut off and same after shut off. went to 515 but back down to 510 psi. doesnt seem to be operating correctly there

*** Web - Advice created on 03/12/2018 08:38:20 and created by Steven Okimura ***
1: Compare the pressure readings vs. another Sorento so we know what normal is, I see a high pressure pump and injectors were replaced, I'll review all the previous notes while you confirm what normal pressures are.

*** 03/12/2018 08:56:46 ***
Web - Note created on 03/12/2018 08:56:46 and created by Tim Tudhope
ok so compaired to another sorento and the one compaired to was idling about 900 psi. 400 more than the other. when shut down vehicle pressure built by about 30-40 psi. not a big jump but did go up. biggest thing i notice is the difference in fuel pressure at idle. im curious if something wasnt properly installed or has failed in the injector system. you get a fuel smell right up there by the intake too

*** Web - Advice created on 03/12/2018 09:25:24 and created by Steven Okimura ***
1: Tim, 900 psi sounds high for a warm engine at idle. Please add you cell phone number to the case notes.

*** 03/12/2018 11:26:50 ***
Web - Note created on 03/12/2018 11:26:50 and created by Tim Tudhope
816-665-6195 give me a call whenever youre free

*** Phone - Advice created on 03/12/2018 13:01:10 and created by Steven Okimura ***
1: Tim, Tried calling but did not answer, please call in when you have a moment.

*** Phone - Advice created on 03/13/2018 09:46:36 and created by Steven Okimura ***
1: Tim called in stating he only smells the odor when cold and when under the hood, unable to smell anything inside the vehicle. There is an extended crank also. Advised to check when the engine is cold for any signs of fuel leakage at the injectors/under the intake, typically it may only leak for a few seconds when cold, use leak check power if necessary.

*** 03/14/2018 11:14:45 ***
152105121163221330512.jpg added by Tim Tudhope on 03/14/2018 11:14:44

*** 03/14/2018 11:14:45 ***
152105123394312177941 57.jpg added by Tim Tudhope on 03/14/2018 11:14:45

*** 03/14/2018 11:14:46 ***
152105126264677106850 6.jpg added by Tim Tudhope on 03/14/2018 11:14:46

*** 03/14/2018 11:22:02 ***
Web - Note created on 03/14/2018 11:22:02 and created by Tim Tudhope
ok so i have taken this down to the injectors. slightly more worried at this point. there is a pool of coolant in cyl. 1. no leaks coming from above. can see coolant washing in cyl 1 and there is corrosion around the aluminum head. coolant is getting fed into the intake some how. there is a fuel puddle right under neath cyl 2. cant really see from the pics but wantedt show area and the fuel rail with the orange tape of the end. cant get any type of pressure to see excatly where the leak is coming from. would need gdi start pressure to see where it is in fact coming from. i think we need to do at least a reseal of all injectors with the new gaskets or new injectors. dont show any signs of leaks from fuel rails. however concerned that could be a more severe issue with coolant reaching the cyl. it has been that way for a while showing the corrosion under that bolt hole only.

and coolant is coming from bolt hole as well like a leak inside the head. thats what i have so far. thank you

*** Web - Advice created on 03/14/2018 12:57:57 and created by Steven Okimura ***
1: Tim, one common problem with coolant leaks on the 3.3 are damaged head bolt threads in the block. If you try and tighten the head bolts they will just spin and not torque down.

*** 03/15/2018 08:33:11 ***
Web - Note created on 03/15/2018 08:33:10 and created by Tim Tudhope
tore down rear head and found a few of the bolts not reaching torque and just spinning. worse i found was at cyl 1. i have not tore apart the front head yet which i can do if we want to check that.

*** Web - Advice created on 03/15/2018 08:39:03 and created by Steven Okimura ***
1: Based on the information provided the short block should be replaced and the cylinder heads measured for flatness. If out of spec, Kia does not recommend resurfacing and replacement is necessary.

*** 03/29/2018 05:41:03 ***
Web - Note created on 03/29/2018 05:41:03 and created by Tim Tudhope
ordered short block will fallow all replacement procedures. will reopen case if further assistance is needed.

*** 03/29/2018 05:42:23 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: found head was unable to torque down. creating exhaust gas smell under cold start

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 59,239

Prod Date: 03/01/2014 **Warranty Start Date:** 05/20/2014

Dealer/Contact Data:

Dealer: IL054 Gerald Kia of Naperville

Phone: 6304452542 **FAX:** 6306370386

Contact: thomas data **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: DSA Level A Dealership. No

Case History

*** 03/13/2018 06:11:06 ***
Contact = thomas data, Priority = Standard, Sub Status = Dispatched

*** 03/13/2018 06:11:06 ***
Web - Problem Description created on 03/13/2018 06:11:06 and created by thomas data
vehicle overheating

*** 03/13/2018 06:11:06 ***
Web - Diagnostics created on 03/13/2018 06:11:06 and created by thomas data
vehicle overheating sent 2 pics also found head bolts to be stripped out

*** 03/13/2018 06:16:55 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/13/2018 06:19:32 and created by Greg Phillips ***
1: Thomas, you guys are a DSA level A dealership. You don't actually need a PWA case. Sorry the agent missed that in your assistance case. If you do want an official answer from us just to have one, please attach the core data sheet, completed and signed by you and your Service Manager. Otherwise, if your diagnosis has determined that the component has failed, has not been neglected or damaged due to impact, is not a used or junk yard part, and you have verified that the warranty is valid and all necessary services have been performed, then replace as necessary. I will deny and close this PWA if I don't hear from you, since you don't actually need it.

*** 04/02/2018 10:57:11 ***
PWA has been denied by Greg Phillips

*** 04/02/2018 10:57:11 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
DSA Level A Dealership. No PWA required.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 44,909

Prod Date: 03/19/2014 **Warranty Start Date:** 10/17/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Roderick Bumanlag **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: HVAC - Heater inop #

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Need engine

Case History

*** 03/22/2018 09:11:10 ***
Contact = Roderick Bumanlag, Priority = Standard, Sub Status = Dispatched

*** 03/22/2018 09:11:10 ***
Web - Problem Description created on 03/22/2018 09:11:10 and created by Roderick Bumanlag
Vehicle has no heat inside

*** 03/22/2018 09:11:11 ***
Web - Diagnostics created on 03/22/2018 09:11:11 and created by Roderick Bumanlag
No d tc present
No external leakage
Check coolant level from radiator low
Remove intake plenum and spark plugs
Found cylinder #1 coolant on top of piston
And wet spark plugs
Need further assistance thanks

*** 03/22/2018 09:11:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/22/2018 09:12:55 and created by Brian Lall ***
1: Please perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase).

*** 03/22/2018 12:29:17 ***
Web - Note created on 03/22/2018 12:29:16 and created by Roderick Bumanlag
Leak down test.
#1 50% #2 10%
#3 35% #4. 12%
#5. 12% #6 11%

Leak coming from radiator.

*** Web - Advice created on 03/22/2018 13:07:54 and created by Brian Lall ***
1: Please get authorization to check the head bolts on bank 1 and note if any are loose. If you find one or more that are loose try to see if it will tighten or remove it and note if the threads appear damaged. Let me know what you find. Thanks.

*** 03/23/2018 13:02:41 ***
Web - Note created on 03/23/2018 13:02:41 and created by Roderick Bumanlag
Bank 1 headbolts, 1 bolt loose and tread on block stripped.

*** Web - Advice created on 03/23/2018 15:00:02 and created by Jay Jurado ***
1: Tech called in checking on status. Based on his information, recommend replacing the engine at this time. Please close this case and open a PWA with a completed WRTY 143 form for authorization.

*** 03/24/2018 07:40:07 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Need engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 96,502

Prod Date: 04/15/2013 **Warranty Start Date:** 06/04/2013

Dealer/Contact Data:

Dealer: MN014 Luther Kia of Bloomington

Phone: 9522588400 **FAX:** 9524650121

Contact: PAUL MILTON **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 03/22/2018 11:21:14 ***
Contact = PAUL MILTON, Priority = Standard, Sub Status = Dispatched

*** 03/22/2018 11:21:14 ***
Web - Problem Description created on 03/22/2018 11:21:14 and created by PAUL MILTON
customer states leak under car

*** 03/22/2018 11:21:15 ***
Web - Diagnostics created on 03/22/2018 11:21:14 and created by PAUL MILTON
check for leaks, found oil in coolant and that mixture was coming out of overflow, esp. when accel. insp. and found front head gasket leaking.

*** 03/22/2018 11:30:03 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/22/2018 11:31:37 and created by Frank Lusic ***
1: Hello Paul
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 03/22/2018 15:35:04 ***
IMG_1243.JPG added by jeremy nelson on 03/22/2018 15:35:04

*** Web - Advice created on 03/22/2018 15:49:50 and created by Frank Lusic ***
1: Please provide the requested information I will need this before we proceed
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the

threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** Web - Advice created on 03/26/2018 15:53:56 and created by Frank Lusic ***
1: What is the status of this case ? I cannot keep the case open any longer

*** 03/27/2018 11:27:37 ***
Web - Note created on 03/27/2018 11:27:37 and created by jeremy nelson
will have an update with all info tomorrow.

*** Web - Advice created on 03/27/2018 11:36:28 and created by Frank Lusic ***
1: thank you

*** 03/29/2018 09:16:53 ***
Web - Note created on 03/29/2018 09:16:52 and created by PAUL MILTON
found engine head bolts stripped out. will not tighten up. ok for new engine?

*** Web - Advice created on 03/29/2018 09:28:48 and created by Frank Lusic ***
1: Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 04/02/2018 12:43:53 ***
Web - Note created on 04/02/2018 12:43:52 and created by PAUL MILTON
removed head and measured for warpage. found more than 0.005"

*** Web - Advice created on 04/02/2018 12:58:35 and created by Frank Lusic ***
1: Thank you, The heads will need to be replaced also
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/02/2018 12:59:23 ***
PWA has been authorized by Frank Lusic

*** 04/02/2018 12:59:23 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: [redacted] **Mileage:** 78,211

Prod Date: 05/28/2014 **Warranty Start Date:** 08/29/2014

Dealer/Contact Data:

Dealer: MN007 Kia of Duluth

Phone: 2187224542 **FAX:** 2187209543

Contact: Kerry Mudrak **Contact Title:** Shop Foreman **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/22/2018 13:21:55 ***
Contact = Kerry Mudrak, Priority = Standard, Sub Status = Dispatched

*** 03/22/2018 13:21:55 ***
Web - Problem Description created on 03/22/2018 13:21:55 and created by Kerry Mudrak
Customer reports vehicle does not blow heat. Cooling system has failed pressure check.

*** 03/22/2018 13:21:55 ***
Web - Diagnostics created on 03/22/2018 13:21:55 and created by Kerry Mudrak
Coolant level was low. Cooling system failed pressure test. After pressure test, upon starting motor, heavy cloud of white sweet smelling smoke came from tailpipe. Performed
cylinder leakage test to find Cyl#1 had leakage through cooling system. Opened techline assistance case. torqued head bolts as instructed to 80 ft lb. Three of Bank #1 head bolts
pulled threads from block. Removed cylinder heads, checked for true. Heads warped at o beyond specification. Many photos attached to assistance case. Please advise.

*** 03/22/2018 13:22:24 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 03/22/2018 13:26:49 and created by Eric Patterson ***
1: Thank you for the information. I have reviewed the previous assistance case #12642136_.
2:). Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician.
3: Then I can approve the case for you...

*** 03/22/2018 13:30:44 ***
20180322_152918.jpg added by Kerry Mudrak on 03/22/2018 13:30:41

*** 03/22/2018 13:30:55 ***
Web - Note created on 03/22/2018 13:30:55 and created by Kerry Mudrak

PWA form attached

*** Web - Advice created on 03/22/2018 13:33:58 and created by Eric Patterson ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/22/2018 13:34:17 ***
PWA has been authorized by Eric Patterson

*** 03/22/2018 13:34:17 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 94,476

Prod Date: 06/13/2013 **Warranty Start Date:** 07/27/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Murray Osthoff **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA approval

Case History

*** 03/26/2018 13:45:32 ***
Contact = Murray Osthoff, Priority = Standard, Sub Status = Dispatched

*** 03/26/2018 13:45:32 ***
Web - Problem Description created on 03/26/2018 13:45:32 and created by Murray Osthoff
engine over heated & there is coolant coming out of exh.

*** 03/26/2018 13:45:32 ***
Web - Diagnostics created on 03/26/2018 13:45:32 and created by Murray Osthoff
none

*** 03/26/2018 13:59:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 03/26/2018 14:03:48 and created by Chris Schang ***
1: Murray,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped near the affected leakage on the head gasket. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me know before continuing. Thanks

*** 03/29/2018 10:17:00 ***
Web - Note created on 03/29/2018 10:17:00 and created by Murray Osthoff
I found 4 head bolts around cyl #4 loose.

*** Web - Advice created on 03/29/2018 10:38:09 and created by Tony Thomas ***
1: If they torque to 80/90 ft. lbs. continue tear down for inspection. If they spin, it will need a motor.

*** 03/29/2018 13:55:17 ***
Web - Note created on 03/29/2018 13:55:17 and created by Murray Osthoff
the 4 bolts in the left cyl. head will not tighten & seam to be stripped

*** Web - Advice created on 03/29/2018 13:58:43 and created by Tony Thomas ***
1: Please validate proper maintenance and warranty and attach a photo of the full complete valve train to this case. If warranty and maintenance are validated, also please attach a copy of the required WRTY143 engine core data form. The form must be filled out (all available sections) and signed and dated by the service manager and technician.

*** 03/29/2018 14:35:34 ***
scan0202.pdf added by Murray Osthoff on 03/29/2018 14:35:34

*** 03/29/2018 14:35:35 ***
vin481561 001.JPG added by Murray Osthoff on 03/29/2018 14:35:35

*** 03/29/2018 14:35:36 ***
vin481561 002.JPG added by Murray Osthoff on 03/29/2018 14:35:35

*** 03/29/2018 14:35:37 ***
vin481561 003.JPG added by Murray Osthoff on 03/29/2018 14:35:36

*** 03/29/2018 14:35:37 ***
vin481561 004.JPG added by Murray Osthoff on 03/29/2018 14:35:37

*** 03/29/2018 14:35:38 ***
vin481561 005.JPG added by Murray Osthoff on 03/29/2018 14:35:37

*** 03/29/2018 14:35:39 ***
vin481561 006.JPG added by Murray Osthoff on 03/29/2018 14:35:38

*** 03/29/2018 14:35:39 ***
vin481561 007.JPG added by Murray Osthoff on 03/29/2018 14:35:39

*** Web - Advice created on 03/29/2018 15:53:27 and created by Chris Schang ***
1: Murray,
The short block will have to be replaced at minimum. Please remove the cylinder heads and straight edge the heads. If the heads DO NOT pass the straight edge, a long block will need to be replaced. If the heads PASS the straight edge test, the heads can be reused. Please attach the WRTY-143 form completed to the case PRIOR to ordering any engine at this time.

*** 04/03/2018 09:41:19 ***
Web - Note created on 04/03/2018 09:41:19 and created by Murray Osthoff
both heads pass the straight edge test. is the wrty-143 not complete?

*** Web - Advice created on 04/03/2018 10:29:52 and created by Chris Schang ***
1: Murray,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/03/2018 10:30:59 ***
PWA has been authorized by Chris Schang

*** 04/03/2018 10:30:59 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 83,694

Prod Date: 05/24/2013 **Warranty Start Date:** 09/02/2013

Dealer/Contact Data:

Dealer: MN014 Luther Kia of Bloomington

Phone: 9522588400 **FAX:** 9524650121

Contact: Tristan Tornblom **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: replaced bANK 1 HEAD AND

Case History

*** 04/02/2018 05:55:21 ***
Contact = Tristan Tornblom, Priority = Standard, Sub Status = Dispatched

*** 04/02/2018 05:55:21 ***
Web - Problem Description created on 04/02/2018 05:55:21 and created by Tristan Tornblom
Customer is complaining that car gets hot every now and then. wont always happen. It also has a really rough idle at start up

*** 04/02/2018 05:55:21 ***
Web - Diagnostics created on 04/02/2018 05:55:21 and created by Tristan Tornblom
Looked car over, found no external coolant leaks. Pressure checked system. help 16 psi. It was low on coolant so started the car up with a bucket to burp the system, and while the car was running there was constant bubbles and oil clots coming up

*** 04/02/2018 05:58:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/02/2018 05:59:44 and created by Steven Okimura ***
1: Perform a cylinder leakdown test to determine which cylinder is leaking.
Remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case. If okay, try torqueing down the head bolts, we have seen damaged threads in the block, if the head bolts do not torque down the threads are damaged.

*** 04/02/2018 10:15:22 ***
Web - Note created on 04/02/2018 10:15:21 and created by Tristan Tornblom
Found 3 stripped out volts on bank 2 outer edge the one near the rear is still tight

*** 04/02/2018 10:15:23 ***
152268916170235396622.jpg added by Tristan Tornblom on 04/02/2018 10:15:22

*** Web - Advice created on 04/02/2018 10:38:22 and created by Steven Okimura ***
1: Thank you for the photo showing the engine was maintained properly.

Based on the information provided the short block should be replaced. Open a PWA case for approval. The heads should be removed and measured for flatness, if out of specs they should be replaced. See pitstop PS539 for Engine component re-use guidelines.

*** 04/02/2018 11:32:55 ***
Web - Note created on 04/02/2018 11:32:54 and created by Tristan Tornblom
oil and coolant intermixed in both the cooling and a little in the oil, what should i replace? radiator, hoses? crossover section? water pump? also the heads are warped to 0.005 inches
should i replace all oil related parts and all coolant related parts.

*** Web - Advice created on 04/02/2018 12:40:14 and created by Steven Okimura ***
1: If the rubber feel compromised from exposure to oil it should be replaced.
Clean components with Dawn to remove the oil. Use your judgment if you are able to clean it well enough or not.

*** 04/02/2018 12:57:47 ***
Web - Note created on 04/02/2018 12:57:47 and created by Tristan Tornblom
SOUNDS GOOD

*** Research - Advice created on 04/02/2018 13:34:59 and created by Steven Okimura ***
1: Keep me posted.

*** Service Alert Escalated to CA as: 12694946 on 04/18/2018 01:06:10 (PST)

*** 04/24/2018 13:45:38 ***
Web - Note created on 04/24/2018 13:45:38 and created by Tristan Tornblom
Parts received friday, currently working on it

*** Research - Advice created on 04/24/2018 14:02:17 and created by Steven Okimura ***
1: Thank you for the update

*** 05/21/2018 06:31:55 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced bANK 1 HEAD AND SHORT BLOCK AND OIL COMPONENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] **Mileage:** 83,694

Prod Date: 05/24/2013 **Warranty Start Date:** 09/02/2013

Dealer/Contact Data:

Dealer: MN014 Luther Kia of Bloomington

Phone: 9522588400 **FAX:** 9524650121

Contact: Tristan Tornblom **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/02/2018 10:47:29 ***
Contact = Tristan Tornblom, Priority = Standard, Sub Status = Dispatched

*** 04/02/2018 10:47:29 ***
Web - Problem Description created on 04/02/2018 10:47:29 and created by Tristan Tornblom
head bolts stripped

*** 04/02/2018 10:47:29 ***
Web - Diagnostics created on 04/02/2018 10:47:29 and created by Tristan Tornblom
techline case
12677842

*** 04/02/2018 10:50:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/02/2018 10:52:57 and created by Mike Ozonur ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 04/02/2018 11:32:14 ***
Web - Note created on 04/02/2018 11:32:14 and created by Tristan Tornblom
sounds good. i will add this to the techline case too, but oil and coolant intermixed in both the cooling and a little in the oil, what should i replace? radiator, hoses? crossover section? water pump? also the heads are warped to 0.005 inches

*** 04/02/2018 12:03:41 ***
Web - Note created on 04/02/2018 12:03:40 and created by Tristan Tornblom
Sent picture

*** 04/02/2018 12:03:42 ***

15226957912584336167 44.jpg added by Tristan Tornblom on 04/02/2018 12:03:41

*** Web - Advice created on 04/02/2018 13:39:15 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/02/2018 13:43:33 ***
PWA has been authorized by Mike Ozonur

*** 04/02/2018 13:43:33 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 99,629

Prod Date: 02/19/2013 **Warranty Start Date:** 07/08/2013

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: jose gil **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: No Start **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Pwa

Case History

*** 04/04/2018 12:43:51 ***
Contact = jose gil, Priority = Standard, Sub Status = Dispatched

*** 04/04/2018 12:43:51 ***
Web - Problem Description created on 04/04/2018 11:22:45 and created by jose gil
C/S vehicle started smoking and overheating light popped up on dash

*** 04/04/2018 12:43:51 ***
Web - Diagnostics created on 04/04/2018 12:40:11 and created by jose gil
Ck and confirmed vehicle starts and shut off. It smoked a lot.
Ck for dtc and found P0300,P0304,P0306.
Removed spark plugs from cylinder #2,#4,#6 ,found them wet with coolant. Performed cylinder compression test, cyl#2 169 psi,cylinder #4 130 psi and cyl#6 180 psi.
Also found coolant level very low. Performed coolant leak test at 17 psi,raised vehicle and found coolant and oil leaking from between front cylinder head and block. It looks like it was leaking for long time.see attach please

*** 04/04/2018 12:43:53 ***
20180404_104523.jpg added by jose gil on 04/04/2018 12:43:51

*** 04/04/2018 12:43:54 ***
20180404_104527.jpg added by jose gil on 04/04/2018 12:43:53

*** 04/04/2018 12:43:56 ***
20180404_104530.jpg added by jose gil on 04/04/2018 12:43:54

*** 04/04/2018 12:43:57 ***
20180404_104536(0).jpg added by jose gil on 04/04/2018 12:43:56

*** 04/04/2018 12:53:28 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/04/2018 12:55:37 and created by Tony Thomas ***
1: Get approval to remove the heads for inspection.

*** 04/05/2018 08:44:24 ***
Web - Note created on 04/05/2018 08:44:24 and created by jose gil
Disassembled engine and removed cylinder head. Found bolt loose on cyliner 4 and 6 ,the head lifted up .used a precision straight edge and feeler gauge , measured the surface of the cylinder block and the manifold for warpage , found flatness of cylinder head in cyl #2 (0.05mm), cyl #4 (0.06mm) , cyl #6 (0.06mm).

*** Web - Advice created on 04/05/2018 08:47:07 and created by Tony Thomas ***
1: Were the bolts spinning in the block and the threads pulled out?

*** 04/05/2018 08:57:58 ***
Web - Note created on 04/05/2018 08:57:58 and created by jose gil
Found the bolts loose in cyl 4 and cyl 6 but the threads didn`t pulled out. In cyl# 2 bolt were torqued.

*** Web - Advice created on 04/05/2018 09:04:01 and created by Tony Thomas ***
1: If there is no other damage to the heads or block, replace the head gaskets and test for normal operation.

*** 04/06/2018 08:47:25 ***
Web - Note created on 04/06/2018 08:47:25 and created by jose gil
Installed head gasket and started torque the first head bolt but it`s spinning ,removed it and pulled thead out block

*** 04/06/2018 08:47:28 ***
20180406_114334.jpg added by jose gil on 04/06/2018 08:47:25

*** Web - Advice created on 04/06/2018 08:57:42 and created by Tony Thomas ***
1: Validate proper maintenance and warranty, close this case and open a required PWA case for warranty authorization to replace the engine. You are required to open a separate PWA case prior to replacing the engine. To obtain approval as outlined in Warranty Bulletin 2015-09, please be sure to open the PWA case attach the WRTY143 Core Data Form with both the service manager and technician signatures on it.

*** 04/08/2018 16:54:15 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Pwa

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 92,515

Prod Date: 04/04/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: head bolts stripped out of

Case History

*** 04/04/2018 12:40:38 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 04/04/2018 12:40:38 ***
Web - Problem Description created on 04/04/2018 12:40:38 and created by Humberto Castillo Gasca
vehicle brought in do to coolant loss.

*** 04/04/2018 12:40:38 ***
Web - Diagnostics created on 04/04/2018 12:40:38 and created by Humberto Castillo Gasca
verified coolant leak found coolant leaking from right front corner of cylinder head

*** 04/04/2018 13:07:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin defaults

*** Web - Advice created on 04/04/2018 13:08:37 and created by Sam Camarillo ***
1: Check and see if any of the head bolt are loose that you can easily reach. We have seen them pull threads and loosen up, see if they will torque to 40 ft lbs

*** 04/06/2018 14:08:23 ***
Web - Note created on 04/06/2018 14:08:23 and created by Humberto Castillo Gasca
found four head bolts stripped out of engine block

*** Web - Advice created on 04/09/2018 05:00:49 and created by Sam Camarillo ***
1: OK see if the customer has valid PT warranty. If so please pull a valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

*** 04/09/2018 09:31:35 ***
Web - Note created on 04/09/2018 09:31:35 and created by Humberto Castillo Gasca
uploaded the pictures as requested. looks like this has been going on for quite some time

*** 04/09/2018 09:31:36 ***
266041.jpg added by Humberto Castillo Gasca on 04/09/2018 09:31:36

*** 04/09/2018 09:31:36 ***
266041 2.jpg added by Humberto Castillo Gasca on 04/09/2018 09:31:36

*** Web - Advice created on 04/09/2018 10:11:20 and created by Sam Camarillo ***
1: • Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: If customer has valid warranty coverage you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it.

*** 04/10/2018 10:32:10 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: head bolts stripped out of block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: [redacted] **Mileage:** 71,930

Prod Date: 04/16/2014 **Warranty Start Date:** 07/14/2014

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589 **FAX:** 7722930681

Contact: Michael Rosbury **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: bad head gasket

Case History

*** 04/06/2018 12:48:15 ***
Contact = Michael Rosbury, Priority = Standard, Sub Status = Dispatched

*** 04/06/2018 12:48:15 ***
Web - Problem Description created on 04/06/2018 12:48:15 and created by Michael Rosbury
bubbles when bleeding coolant. constant stream of little bubbles no mater how much i let it sit and bleed

*** 04/06/2018 12:48:15 ***
Web - Diagnostics created on 04/06/2018 12:48:15 and created by Michael Rosbury
bled it level then bled it on an incline then drove it and came back notice bubble steadily flowing into reservoir tried to bleed some more. just replaced the thermostat housing because it was leaking yesterday. verified and double verify no leaks or anything and pressure tested to verify

*** 04/06/2018 13:30:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/06/2018 13:34:10 and created by Mike Ozonur ***
1: Make sure the engine is not overheating, perform block test

*** 04/07/2018 10:15:37 ***
Web - Note created on 04/07/2018 10:15:37 and created by Michael Rosbury
not over heating and block test was negative

*** Web - Advice created on 04/07/2018 12:27:15 and created by Jameson Phillips ***
1: Tech called in to discuss the case. Tech advised that he has driven the vehicle and it doesn't appear to be overheating, but bubbles are still constantly showing in the reservoir with the engine running. Tech advised that if he revs the engine, the bubbles increase. Advised tech to check the radiator cap to make sure it is holding proper pressure. Then, advised tech to check the block test fluid he is using by placing the test bulb near the tailpipe, and drawing a sample in to see if he gets an

immediate change in color. Tech advised he pumped the bulb about 40 times before there was any change. Advised to replace the block test fluid, with good fluid. This fluid should change very fast if drawing a sample directly from the tailpipe. Tech advised that he would obtain fresh fluid, and redo block test, and test the cap, as well as perform a leakdown test on all 6 cylinders to see if he gets bubbles in the cooling system during leakdown.

*** 04/09/2018 12:08:40 ***
Web - Note created on 04/09/2018 12:08:40 and created by Michael Rosbury
performed leakdown test and had no leakdown from any cylinders. no new block test fluid yet

*** Web - Advice created on 04/09/2018 12:49:14 and created by Mike Ozonur ***
1: Please update the case once you perform the block test with new fluid.

*** 04/13/2018 11:22:14 ***
Web - Note created on 04/13/2018 11:22:14 and created by Michael Rosbury
got new fluid and vehicle failed block test but every cylinder passes the leakdown test

*** Web - Advice created on 04/13/2018 12:27:10 and created by Mike Ozonur ***
1: Can you please provide a video of the block test, also when you states that every cylinder passes the leak down test what are the results.
Also is there any bubbles in the cooling system if you pressurize the cylinders, or when you are performing the leak down test.
lastly remove the valve covers and try to torque the cylinder head bolts to 85ftlbs see if they tighten or if they are loose.

*** Service Alert Escalated to CA as: 12691485 on 04/14/2018 01:04:44 (PST)

*** 04/23/2018 09:44:57 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: bad head gasket

*** 04/25/2018 07:07:54 ***
Case Number: XXXXXXXX Reopen Requested by Michael Rosbury.
Reason: [tore down motor and found bolts loose with threads pulled from the block]

*** 04/26/2018 07:16:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/26/2018 07:16:07 and created by Mike Ozonur ***
1: Please provide picture of the head bolts showing the threads pulled out, thanks

*** 04/26/2018 09:32:17 ***
Web - Note created on 04/26/2018 09:32:17 and created by Michael Rosbury
I added the picture you requested

*** 04/26/2018 09:32:18 ***
E8E82D10-3E88-406C-8F16-67E09DDC947D.jpeg added by Michael Rosbury on 04/26/2018 09:32:17

*** 04/26/2018 09:32:21 ***
610C6513-20B8-455F-A381-131922BF8D25.jpeg added by Michael Rosbury on 04/26/2018 09:32:18

*** 04/26/2018 09:32:22 ***
FA41860E-5FFE-4172-AE6A-C46241C831EB.jpeg added by Michael Rosbury on 04/26/2018 09:32:21

*** Web - Advice created on 04/26/2018 09:43:33 and created by Mike Ozonur ***
1: If you have already removed the cylinder head please measure the surface flatness with a precision straight edge and report back, thanks

*** 04/26/2018 12:12:55 ***
Web - Note created on 04/26/2018 12:12:55 and created by Michael Rosbury

i used a straight edge and set it on a verified flat serface and checked for gaps around the edges. neither cylinder head is warped

*** Web - Advice created on 04/26/2018 13:31:59 and created by Mike Ozonur ***
1: remove the OCVs and check for metal shavings if no metal shavings replace the short block

*** 04/26/2018 14:25:35 ***
Web - Note created on 04/26/2018 14:25:35 and created by Michael Rosbury
OCV's are clean and free of contaminants

*** Web - Advice created on 04/26/2018 14:28:41 and created by Mike Ozonur ***
1: Replace the short block as necessary.

*** Web - Advice created on 04/26/2018 14:41:12 and created by Mike Ozonur ***
1: Tech called in and asked if KMA is paying for the repairs, I asked technician if the vehicle has powertrain warranty tech states that the customer is second owner and there is no warranty, I advised tech that the repairs are now covered by KMA

*** Case has been auto closed by the system on 05/27/2018 01:05:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 92,515

Prod Date: 04/04/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 04/11/2018 05:22:41 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 04/11/2018 05:22:42 ***
Web - Problem Description created on 04/10/2018 10:43:10 and created by Humberto Castillo Gasca
leak from head gasket, 4 head bolts stripped

*** 04/11/2018 05:22:42 ***
Web - Diagnostics created on 04/10/2018 10:43:10 and created by Humberto Castillo Gasca
leak from head gasket, 4 head bolts stripped refer to case 12681456

*** 04/11/2018 05:24:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/11/2018 05:26:55 and created by Steven Okimura ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Remove the cylinder heads and check for flatness, if out of spec the heads must be replaced not resurfaced. If necessary, replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

Thank you

*** 04/11/2018 05:37:25 ***
PWA has been authorized by Steven Okimura

*** 04/11/2018 05:37:25 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] **Mileage:** 92,689

Prod Date: 10/20/2014 **Warranty Start Date:** 01/17/2015

Dealer/Contact Data:

Dealer: TX079 Westside Kia

Phone: 2813923200 **FAX:** 2813923896

Contact: Sean Martin **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine Mechanical #

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/16/2018 10:39:53 ***
Contact = Sean Martin, Priority = Standard, Sub Status = Dispatched

*** 04/16/2018 10:39:53 ***
Web - Problem Description created on 04/16/2018 10:39:53 and created by Sean Martin
Vehicle came in with engine light on scan for DTC found p0018 crankshaft position code in system, along with misfire code all on bank 2 2 4 + 6 clear code return with engine running bad with misfire 2 4 and 6 Return along with crankshaft position sensor code swap position sensor same result also perform actuation test when performing actuation on bank 2 test failed on the intake only all of the test was complete

*** 04/16/2018 10:39:53 ***
Web - Diagnostics created on 04/16/2018 10:39:53 and created by Sean Martin
Scan for DTC perform actuation test on some components inspected engine oil level

*** 04/16/2018 10:45:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/16/2018 10:47:49 and created by Mike Ozonur ***
1: Remove and inspect the spark plugs, perform compression and leak down test,

*** 04/16/2018 10:57:29 ***
Web - Note created on 04/16/2018 10:57:28 and created by Sean Martin
Pictures added of spark plug plugs also compression low when performing compression test

*** 04/16/2018 10:57:30 ***
152390135510318213652 4.jpg added by Sean Martin on 04/16/2018 10:57:29

*** 04/16/2018 11:04:39 ***
Web - Note created on 04/16/2018 11:04:39 and created by Sean Martin
Leak down test reading excessive high leak

*** 04/16/2018 11:04:40 ***
1523901792362153626321O.jpg added by Sean Martin on 04/16/2018 11:04:39

*** 04/16/2018 11:31:09 ***
Web - Note created on 04/16/2018 11:31:09 and created by Sean Martin
Results added thanks

*** Web - Advice created on 04/16/2018 13:28:19 and created by Mike Ozonur ***
1: Based on information you provided engine needs to be replaced,
Does the vehicle have powertrain warranty

*** 04/16/2018 15:21:22 ***
Web - Note created on 04/16/2018 15:21:22 and created by Sean Martin
Yes vehicle has powertrain warranty

*** 04/16/2018 15:22:37 ***
Web - Note created on 04/16/2018 15:22:37 and created by Sean Martin
Picture added

*** 04/16/2018 15:22:38 ***
1523917304957141296633 8.jpg added by Sean Martin on 04/16/2018 15:22:37

*** Web - Advice created on 04/17/2018 06:10:29 and created by Mike Ozonur ***
1: For documentation purposes what was the compression reading. also can you please remove the valve cover and try to tighten the head bolts with a torque wrench to 80ftlbs see if they free spin or tighten up, thanks.

*** 04/17/2018 06:21:39 ***
Web - Note created on 04/17/2018 06:21:39 and created by Sean Martin
The readings were 50 psi on 2 and 4 and 60 was zero

*** 04/17/2018 07:00:39 ***
Web - Note created on 04/17/2018 07:00:39 and created by Sean Martin
only one head bolt tighten to 80 ,first one to the front of head

*** 04/17/2018 07:00:59 ***
Web - Note created on 04/17/2018 07:00:59 and created by Sean Martin
please update

*** 04/17/2018 07:36:16 ***
Web - Note created on 04/17/2018 07:36:15 and created by Sean Martin
performed task,only one head bolt was some what movement no other free spin or tighten up,thanks

*** Web - Advice created on 04/17/2018 09:10:20 and created by Mike Ozonur ***
1: Tech stated that the head bolt was loose the compression is low and leak down is excessive
Advise to remove the cylinder heads to measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** Case has been auto closed by the system on 05/18/2018 01:08:40 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: [redacted] **Mileage:** 53,691

Prod Date: 02/19/2013 **Warranty Start Date:** 03/10/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Ryan McGeein **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine replaced

Case History

*** 04/21/2018 13:05:54 ***
Contact = Ryan McGeein, Priority = Standard, Sub Status = Dispatched

*** 04/21/2018 13:05:54 ***
Web - Problem Description created on 04/21/2018 13:05:54 and created by Ryan McGeein
c/s vehicle overheated while driving on freeway

*** 04/21/2018 13:05:54 ***
Web - Diagnostics created on 04/21/2018 13:05:54 and created by Ryan McGeein
confirmed inspected vehicle found coolant lvl was low in radiator found coolant on top of trans coming from cylinder head gasket inspected oil found that coolant mixing in with oil

*** 04/21/2018 13:05:59 ***
IMG_20180421_122921.jpg added by Ryan McGeein on 04/21/2018 13:05:54

*** 04/21/2018 13:06:02 ***
IMG_20180421_122940.jpg added by Ryan McGeein on 04/21/2018 13:05:59

*** 04/21/2018 13:06:08 ***
MVIMG_20180421_122850.jpg added by Ryan McGeein on 04/21/2018 13:06:02

*** 04/21/2018 13:06:47 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/21/2018 13:07:24 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.

Try torqueing down the head bolts, we have seen damaged threads in the block cause this concern, you can verify when the bolts fail to torque when tightened.

*** 04/24/2018 14:18:23 ***
Web - Note created on 04/24/2018 14:18:23 and created by Ryan McGeein
pulled valve cover off found no signs of engine sludge, also checked head bolts found head bolts are stripped

*** 04/24/2018 14:18:25 ***
IMG_20180424_140019.jpg added by Ryan McGeein on 04/24/2018 14:18:23

*** Web - Advice created on 04/25/2018 04:53:13 and created by Steven Okimura ***
1: Techline now has the ability to create a new PWA case based on the information in a repair assistance case so you will not need to do so. Complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to THIS case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required) signed and dated by the technician and service manager. Thanks

*** 04/25/2018 12:42:43 ***
Web - Note created on 04/25/2018 12:42:43 and created by Jesus Basurto
I have attached a copy of the core data sheet

*** 04/25/2018 12:42:44 ***
core data sheet 90947.pdf added by Jesus Basurto on 04/25/2018 12:42:43

*** 04/25/2018 13:36:29 ***
PWA Case 12703322 created by Steven Okimura

*** Web - Advice created on 04/25/2018 13:36:57 and created by Steven Okimura ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. If the cylinder heads are warped the should be replaced, Kia doesn't recommend resurfacing. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Service Alert Escalated to CA as: 12703746 on 04/26/2018 01:06:20 (PST)

*** 05/23/2018 11:57:24 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: engine replaced

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: [redacted] **Mileage:** 42,080

Prod Date: 03/31/2014 **Warranty Start Date:** 05/23/2014

Dealer/Contact Data:

Dealer: PA100 Baierl Kia

Phone: 7244724506 **FAX:** 7247411285

Contact: MARK SANTUCCI JR **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 04/23/2018 07:10:48 ***
Contact = MARK SANTUCCI JR, Priority = Standard, Sub Status = Dispatched

*** 04/23/2018 07:10:48 ***
Web - Problem Description created on 04/23/2018 07:10:48 and created by MARK SANTUCCI JR
Vehicle came from another dealership saying it has a bad headgasket

*** 04/23/2018 07:10:48 ***
Web - Diagnostics created on 04/23/2018 07:10:48 and created by MARK SANTUCCI JR
Checked over engine rear head gasket wet. Low on coolant put coolant in and exhaust is bubbling from rad. I think this has the head bolts pulled through the block

*** 04/23/2018 07:10:49 ***
1524492321439198002066l.jpg added by MARK SANTUCCI JR on 04/23/2018 07:10:48

*** 04/23/2018 07:11:33 ***
20180423_070727.mp4 added by MARK SANTUCCI JR on 04/23/2018 07:10:49

*** 04/23/2018 07:11:34 ***
1524492593017-746441725.jpg added by MARK SANTUCCI JR on 04/23/2018 07:11:33

*** 04/23/2018 07:27:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/23/2018 07:30:28 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.

Try and torque down the head bolts to verify the threads are damaged.
2:

Form verified

*** 04/30/2018 12:43:13 ***
Web - Note created on 04/30/2018 12:43:13 and created by MARK SANTUCCI JR
Added pic of valve train. It's very clean also I'm able to turn the rear head bolts and they won't tighten

*** 04/30/2018 12:43:14 ***
1525117280836-2145188333.jpg added by MARK SANTUCCI JR on 04/30/2018 12:43:13

*** Web - Advice created on 04/30/2018 13:06:02 and created by Steven Okimura ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

Thank you

*** 04/30/2018 13:06:26 ***
PWA has been authorized by Steven Okimura

*** 04/30/2018 13:06:27 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] 35,750
5XYXXXXXXXXXXXX
XXage:

Prod Date: 08/11/2013 **Warranty Start Date:** 03/14/2014

Dealer/Contact Data:

Dealer: OH057 Byers Kia

Phone: 7402015550 **FAX:** 7402015222

Contact: GREG NICHOLS **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Transfer to PWA

Case History

*** 04/23/2018 11:32:35 ***
Contact = GREG NICHOLS, Priority = Standard, Sub Status = Dispatched

*** 04/23/2018 11:32:35 ***
Web - Problem Description created on 04/23/2018 11:32:35 and created by GREG NICHOLS
Vehicle looks to have Coolant leaking from the heads more the rear head then the front. If repaired would we be best to replace the heads and gaskets or a long block? I'm not sure if it's been overheated and maybe warped. Please advise.

*** 04/23/2018 11:32:35 ***
Web - Diagnostics created on 04/23/2018 11:32:35 and created by GREG NICHOLS
Visual inspection

*** 04/23/2018 11:32:37 ***
20180423_142010.jpg added by GREG NICHOLS on 04/23/2018 11:32:35

*** 04/23/2018 11:32:39 ***
20180423_141823.jpg added by GREG NICHOLS on 04/23/2018 11:32:37

*** 04/23/2018 11:32:41 ***
20180423_141811.jpg added by GREG NICHOLS on 04/23/2018 11:32:39

*** 04/23/2018 11:32:43 ***
20180423_141748.jpg added by GREG NICHOLS on 04/23/2018 11:32:41

*** 04/23/2018 11:32:45 ***
20180423_141727.jpg added by GREG NICHOLS on 04/23/2018 11:32:43

*** 04/23/2018 11:41:46 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/23/2018 11:43:01 and created by Eric Patterson ***
1: Thank you for the photos of the head gaskets leaking.

When the front valve cover is off please attach a photos of the valvetrain for the maintenance inspection.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Thanks

*** 04/25/2018 07:19:17 ***
Web - Note created on 04/25/2018 07:19:17 and created by GREG NICHOLS
Okay , I've pulled the came put a torqued the bolts they got to about 35 ft lbs cracked loose and just turned I pulled a few of them out and the block and the treads of the block came out with them. Sending pictures.

*** 04/25/2018 07:23:03 ***
20180425_102015.jpg added by GREG NICHOLS on 04/25/2018 07:23:02

*** 04/25/2018 07:23:05 ***
20180425_095204.jpg added by GREG NICHOLS on 04/25/2018 07:23:03

*** 04/25/2018 07:23:06 ***
20180425_095321_001.jpg added by GREG NICHOLS on 04/25/2018 07:23:05

*** 04/25/2018 07:23:07 ***
20180425_102009.jpg added by GREG NICHOLS on 04/25/2018 07:23:06

*** 04/25/2018 07:23:08 ***
20180425_102002.jpg added by GREG NICHOLS on 04/25/2018 07:23:07

*** Web - Advice created on 04/25/2018 07:58:06 and created by Eric Patterson ***
1: Thank you, I can see the threads on the head bolt have been compromised. The block will need replacement.

Please remove the cylinder heads and measure the flatness and let me know if the cylinder heads need replaced as well. Then I can open the PWA case for you and get you the approval to replace the necessary components, Thanks Greg
I have reviewed the pictures of the valve train. The condition of the engine shown in the pictures you attached to the case appears the engine has been maintained correctly.

2: Be sure to attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to this case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician.

*** 04/25/2018 09:00:46 ***
Web - Note created on 04/25/2018 09:00:46 and created by GREG NICHOLS
Thank you pulled heads measured flatness heads look good nice and straight should be good to go.I will get a WRTY Data sheet filled out and attached

*** Web - Advice created on 04/25/2018 09:11:32 and created by Eric Patterson ***
1: Thank you....

Looks like the block will need replaced only..

*** Web - Advice created on 04/25/2018 09:12:23 and created by Eric Patterson ***
1: I would send the heads out for pressure check and valve stem seal replacement and over all inspection.

*** Case has been auto closed by the system on 05/25/2018 17:10:03 (PST)
*** 07/13/2018 08:20:41 ***
Case Number: XXXXXXXX Reopen Requested by GREG NICHOLS.
Reason: [Im being asked for a PWA looks like it was not created please advise]

*** 07/13/2018 08:51:31 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/13/2018 08:51:34 and created by Eric Patterson ***
1: Case has been reopened, the case was auto closed due to the PWA form has not been added.
2: Please attach a copy of the PWA form to the case.

*** 07/13/2018 10:40:09 ***
20180713_133757_001.jpg added by GREG NICHOLS on 07/13/2018 10:40:07

*** 07/13/2018 10:40:27 ***
Web - Note created on 07/13/2018 10:40:27 and created by GREG NICHOLS
Added PWA

*** 07/13/2018 10:42:58 ***
PWA Case 12790110 created by Eric Patterson

*** Web - Advice created on 07/13/2018 10:44:34 and created by Eric Patterson ***
1: I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Your PWA case Number is # 12790110
3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please send an re open request to open this case. Thanks

*** 07/13/2018 10:45:15 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
Transfer to PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: [redacted] 146,509
5XYXXXXXXXXXXXX
XXage:

Prod Date: 02/28/2013 **Warranty Start Date:** 05/29/2013

Dealer/Contact Data:

Dealer: OH076 Halleen Kia of Sandusky

Phone: 4194190108 **FAX:** 2169304668

Contact: Kevin Komlosi **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Engine Mechanical # pulled threads from block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/25/2018 11:09:59 ***
Contact = Kevin Komlosi, Priority = Standard, Sub Status = Dispatched

*** 04/25/2018 11:09:59 ***
Web - Problem Description created on 04/25/2018 11:09:59 and created by Kevin Komlosi
head bolts pulled threads from block

*** 04/25/2018 11:09:59 ***
Web - Diagnostics created on 04/25/2018 11:09:59 and created by Kevin Komlosi
external head gasket leak on rear bank. while attempting first step of torqueing down head bolts it pulled threads from block. any reports of this problem? short block on back order, new engine not available, machine shop doesn't have correct gear to helicoil. customer upset, thinks we installed incorrectly.

*** 04/25/2018 11:13:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/25/2018 11:18:42 and created by Frank Lusic ***
1: hello Kevin
can the machine shop order the correct tools? unfortunately we cannot recommend that the block be repaired since this is not an approved repair at this time, the only approved repair is to replace the block

*** 04/25/2018 11:30:25 ***
Web - Note created on 04/25/2018 11:30:25 and created by Kevin Komlosi
are there any reports of this happening? Trying to inform the customer.

*** Web - Advice created on 04/25/2018 11:55:48 and created by Frank Lusic ***
1: Yes we have seen this on occasion , next time before you dissemble the engine check if any head bolts are loose if so try re torqueing them to see if the threads in the block hold

*** Service Alert Escalated to CA as: 12703713 on 04/26/2018 01:06:20 (PST)

*** 05/10/2018 15:22:32 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: [redacted] 72,731
5XYXXXXXXXXXXXX
XXage:

Prod Date: 03/19/2013 **Warranty Start Date:** 05/18/2013

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Eric Yazzie **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization - RA

Symptom: Information Given **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/25/2018 16:13:33 ***
Contact = Eric Yazzie, Priority = Standard, Sub Status = Dispatched

*** 04/25/2018 16:13:33 ***
Web - Problem Description created on 04/25/2018 16:13:33 and created by Eric Yazzie
customer states coolant leaking.

*** 04/25/2018 16:13:33 ***
Web - Diagnostics created on 04/25/2018 16:13:33 and created by Eric Yazzie
upon inspection found head gasket is leaking coolant, performed engine block test and found to have failed. after topped off coolant and got vehicle hot and found bubbles coming from head gasket, next started techline case and was told to removed cam and torque head bolts to see if tight and found one has stripped, rec long block due to over heating condition and may have done further damage to engine.

*** 04/25/2018 16:14:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 04/25/2018 16:21:21 ***
PWA has been denied by Frank Lusic

*** 04/25/2018 16:21:21 ***
Case closed by Frank Lusic with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,731

Prod Date: 03/19/2013 **Warranty Start Date:** 05/18/2013

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Eric Yazzie **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Please Specify

Resolution: PWA Authorized

Case History

*** 04/25/2018 13:15:42 ***
Contact = Eric Yazzie, Priority = Standard, Sub Status = Dispatched

*** 04/25/2018 13:15:42 ***
Web - Problem Description created on 04/25/2018 13:15:42 and created by Eric Yazzie
customer states that the engine is overheating

*** 04/25/2018 13:15:42 ***
Web - Diagnostics created on 04/25/2018 13:15:42 and created by Eric Yazzie
upon inspection found coolant leak coming from head gasket, bank one, by the radiator. topped off fluid and pressure cooling system and found no leak, after performed cylinder block test with color chaning fluid and found to have turn yellowish color, after inspected head gasket and found little bubbles coming from head gasket will send video and picture, rec long block

*** 04/25/2018 13:18:23 ***
6737C6A2-B7CB-427D-9001-7CF7363678A7.MOV added by Eric Yazzie on 04/25/2018 13:18:19

*** 04/25/2018 13:18:25 ***
AF769564-C92B-4B99-8F43-21764A2246E9.jpeg added by Eric Yazzie on 04/25/2018 13:18:23

*** 04/25/2018 13:21:16 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/25/2018 13:24:27 and created by Steven Okimura ***
1: Thank you for the attachments. Remove the valve cover and attach photos of the valve train to determine if the engine has been maintained. Attempt to torque down the head bolts, if the threads in the block are damaged they will not tighten.

*** 04/25/2018 15:23:29 ***
Web - Note created on 04/25/2018 15:23:28 and created by Eric Yazzie
Removed exhaust cam and attempted to torqued head bolt and found to be damage (strippped) next removed bolt and found threads to come with bolt will send video and pic

*** 04/25/2018 15:24:13 ***
6503B779-EE72-4C1E-B322-F0BA9AA726A3.jpeg added by Eric Yazzie on 04/25/2018 15:24:11

*** 04/25/2018 15:24:17 ***
1B19D565-AF38-4145-8E37-F90DA224084B.MOV added by Eric Yazzie on 04/25/2018 15:24:13

*** 04/25/2018 15:27:24 ***
Web - Note created on 04/25/2018 15:27:24 and created by Eric Yazzie
Recommend long block due to overheating condition and may have damaged other components in engine

*** Web - Advice created on 04/25/2018 15:57:02 and created by Jay Jurado ***
1: Tech called in checking status. Based on his information, recommend engine replacement at this time. Please attach a completed WRTY 143 form for authorization.

*** 04/25/2018 16:07:50 ***
C5DC2BE2-A2D7-48CD-9F97-0B96E9CECC2E.jpeg added by Eric Yazzie on 04/25/2018 16:07:24

*** 04/25/2018 16:08:24 ***
Web - Note created on 04/25/2018 16:08:24 and created by Eric Yazzie
Sent warty 143

*** 04/26/2018 04:52:35 ***
PWA Case created for RA Case 12703278 by Steven Okimura

*** 04/26/2018 08:47:30 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,930

Prod Date: 04/16/2014 **Warranty Start Date:** 07/14/2014

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589 **FAX:** 7722930681

Contact: Michael Rosbury **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Duplicate - WEB Case # 12684001

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: 12684001

Case History

*** 04/26/2018 07:10:08 ***
Contact = Michael Rosbury, Priority = Standard, Sub Status = Dispatched

*** 04/26/2018 07:10:08 ***
Web - Problem Description created on 04/26/2018 07:10:08 and created by Michael Rosbury
vehicle had bad head gasket on bank 2. two bolts were loose and one of those came out with threads from the block. this was on cylinder 6

*** 04/26/2018 07:10:08 ***
Web - Diagnostics created on 04/26/2018 07:10:08 and created by Michael Rosbury
tore down motor

*** 04/26/2018 07:17:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/26/2018 07:19:52 and created by Mike Ozonur ***
1: This is a duplicate web case and will be closed please refer to case#12684001 for assistance

*** 04/26/2018 07:21:24 ***
Case closed by Mike Ozonur with Resolution Code : Duplicate Web Case
[Resolution Summary]
12684001

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,498

Prod Date: 07/24/2013 **Warranty Start Date:** 08/28/2013

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: jeffrey sousa **Contact Title:** Shop Foreman **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Please Specify

Resolution: PWA Authorized

Case History

*** 04/27/2018 11:50:04 ***
Contact = jeffrey sousa, Priority = Standard, Sub Status = Dispatched

*** 04/27/2018 11:50:04 ***
Web - Problem Description created on 04/27/2018 11:32:55 and created by jeffrey sousa
CUSTOMER STATES THE TEMP GAUGE SPIKED ABOVE HALF AND UPON ACCELERATION THERE IS A SWOOSHING NOISE

*** 04/27/2018 11:50:04 ***
Web - Diagnostics created on 04/27/2018 11:32:55 and created by jeffrey sousa
VERIFIED SWOOSHING NOISE AT STARTUP AND ACCELERATION, FOUND COOLANT LEVEL WAS 1/4 OF A GALLON LOW, PERFORMED BLOCK TEST AND FOUND ENGINE FAILED, COOLANT IS STARTING TO MIX WITH THE OIL AND THE HEAD GASKET IS LEAKING COOLANT, I ADDED A COUPLE OF PICTURES TO THIS CASE OF THE LEAK

*** 04/27/2018 12:06:11 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/27/2018 12:07:06 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.
The head will have to be removed and check the block and head for flatness. Before removing the head bolts, try torqueing them to specs, if they will not tighten the block threads are likely damaged.

*** 05/01/2018 08:34:21 ***
Web - Note created on 05/01/2018 08:34:21 and created by jeffrey sousa
I went to try and resource head bolts found #2 and #3 are stripped

*** 05/01/2018 08:34:22 ***
20180501_082229.jpg added by jeffrey sousa on 05/01/2018 08:34:21

*** 05/01/2018 08:46:21 ***
Web - Note created on 05/01/2018 08:46:21 and created by jeffrey sousa
i did add a picture of under the valve cover with the cams out

*** Web - Advice created on 05/01/2018 09:46:48 and created by Steven Okimura ***
1: Based on the information provided the engine requires replacement, Techline now has the ability to create a new PWA case based on the information in a repair assistance case so you will not need to do so. (See pitstop PS561)Complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required), check the repair type 'Warranty', KU ID Techline case #, signed and dated by the technician and service manager. See Pitstop PS561. Thanks

*** 05/01/2018 12:09:05 ***
Web - Note created on 05/01/2018 12:09:05 and created by jeffrey sousa
I AM SORRY, SOMEHOW I ENTERED THE INCORRECT VIN FOR THIS VEHICLE FOR THIS CASE, THE ACTUAL VIN IS, 5XYXXXXXXXXXXXXX, I TRIED TO DO THE PWA CASE AND WAS ADVISED IT WAS THE INCORRECT VIN, THE RO DATE AND MILEAGE ARE CORRECT, NOT THE VIN

*** Web - Advice created on 05/01/2018 13:16:25 and created by Steven Okimura ***
1: I corrected the VIN on this case.

Techline now has the ability to create a new PWA case based on the information in a repair assistance case so you will not need to do so. (See pitstop PS561)Complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required), check the repair type 'Warranty', KU ID Techline case #, signed and dated by the technician and service manager. See Pitstop PS561. Thanks

*** 05/01/2018 14:32:02 ***
Web - Note created on 05/01/2018 14:32:02 and created by jeffrey sousa
I ATTACHED A SIGNED COPY OF THE PWA TO THIS CASE

*** 05/01/2018 14:32:04 ***
Untitled_05012018_115552.PDF added by jeffrey sousa on 05/01/2018 14:32:03

*** 05/02/2018 04:40:22 ***
PWA Case created for RA Case 12705917 by Steven Okimura

*** 05/02/2018 07:57:46 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,847

Prod Date: 08/01/2013 **Warranty Start Date:** 08/20/2013

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Christopher McKenney **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: 12714689

Case History

*** 05/02/2018 06:23:36 ***
Contact = Christopher McKenney, Priority = Standard, Sub Status = Dispatched

*** 05/02/2018 06:23:37 ***
Web - Problem Description created on 05/02/2018 06:21:13 and created by Christopher McKenney
Customer states vehicle overheating, temp gauge not reading hot, cooling fan continues to run after shutting vehicle off.

*** 05/02/2018 06:23:37 ***
Web - Diagnostics created on 05/02/2018 06:21:13 and created by Christopher McKenney
Checked vehicle, verified complaint, checked for DTCs, none found, checked coolant level, found overflow reservoir empty, and radiator almost completely empty, refilled cooling system and pressurized system to check for leaks. Found coolant leaking between bank 1 cylinder head and engine block in the area of cylinders 3 and 5, noticeable residue down engine block and transfer case from coolant leaking. There does not seem to be any compression loss in these cylinders, as there are no misfire DTCs or rough idle. Will provide pictures of coolant leak if needed. Would you suspect this just a head gasket issue? Are there any known issues with these engines of having the head bolts shear off the threads within the cylinder block, creating the head gasket failure?

*** 05/02/2018 06:43:17 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 05/02/2018 06:44:32 and created by Mike Ozonur ***
1: Please provide a picture of the leak area,
Also please remove the valve cover and torque the cylinder head bolts to 85ftlbs and see if they tighten or free spin

*** 05/02/2018 06:57:25 ***
Web - Note created on 05/02/2018 06:57:25 and created by Christopher McKenney
Pictures attached.

*** 05/02/2018 06:57:26 ***
20180502_094524[1].jpg added by Christopher McKenney on 05/02/2018 06:57:26

*** 05/02/2018 06:57:27 ***
20180502_094507[1].jpg added by Christopher McKenney on 05/02/2018 06:57:26

*** 05/02/2018 06:57:28 ***
20180502_094431[1].jpg added by Christopher McKenney on 05/02/2018 06:57:27

*** 05/02/2018 06:57:29 ***
20180502_094405[1].jpg added by Christopher McKenney on 05/02/2018 06:57:28

*** Web - Advice created on 05/02/2018 09:26:07 and created by Mike Ozonur ***
1: Please try to torque to cylinder head bolts to 85ftlbs and see if they tighten or free spin. or feels loose.

*** 05/02/2018 11:10:35 ***
Web - Note created on 05/02/2018 11:10:35 and created by Christopher McKenney
Attempted to torque cylinder head bolts following torque sequence on KGIS, found bolts in positions 3 and 7 would free-spin, bolt in position 2 would start to tighten, then spin, all other bolts held proper torque.

*** Web - Advice created on 05/02/2018 12:53:03 and created by Mike Ozonur ***
1: Remove the cylinder heads and measure the flatness of the surface if OK replace the short block, if the warranty is validated please fill out and attach the WRTY 143 core data form to the case to obtain approval to replace the short block or the engine assembly, thanks.

*** 05/03/2018 06:19:30 ***
Web - Note created on 05/03/2018 06:19:30 and created by Christopher McKenney
WRTY143 attached.

*** 05/03/2018 06:19:33 ***
20180503_083939[1].jpg added by Christopher McKenney on 05/03/2018 06:19:31

*** Web - Advice created on 05/03/2018 08:56:07 and created by Mike Ozonur ***
1: Have you measured the cylinder head for flatness, and can you please provide a picture of the cylinder head bolt as well, thanks

*** 05/04/2018 14:22:52 ***
Web - Note created on 05/04/2018 14:22:52 and created by Christopher McKenney
Picture of affected head bolts attached.

*** 05/04/2018 14:22:54 ***
20180504_171958[1].jpg added by Christopher McKenney on 05/04/2018 14:22:52

*** Web - Advice created on 05/05/2018 09:43:21 and created by Mike Ozonur ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/05/2018 09:46:24 ***
PWA Case 12714689 created by Mike Ozonur

*** 05/07/2018 09:48:20 ***
Web - Note created on 05/07/2018 09:48:19 and created by Christopher McKenney
WRTY143 attached.

*** 05/07/2018 09:48:21 ***

20180507_124346[1].jpg added by Christopher McKenney on 05/07/2018 09:48:20

*** Web - Advice created on 05/07/2018 10:11:18 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines and close this case thanks.

*** Case has been auto closed by the system on 06/07/2018 01:07:29 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,847

Prod Date: 08/01/2013 **Warranty Start Date:** 08/20/2013

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Christopher McKenney **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Duplicate - WEB Case # Prior Warranty Authorization

Symptom: Information Given **DTC:**

System: Non System Related

Component: No Repairs Performed

Resolution: Duplicate Web Case

Case History

*** 05/03/2018 05:36:26 ***
Contact = Christopher McKenney, Priority = Standard, Sub Status = Dispatched

*** 05/03/2018 05:36:26 ***
Web - Problem Description created on 05/03/2018 05:36:26 and created by Christopher McKenney
Techline case # 12710250

Vehicle overheating, coolant leaking externally from bank 1 head gasket.

*** 05/03/2018 05:36:26 ***
Web - Diagnostics created on 05/03/2018 05:36:26 and created by Christopher McKenney
Verified complaint by pressure-testing cooling system, noticed coolant leaking from head gasket at cylinders 3 and 5. Attempted to tighten head bolts as per techline agaent. Found 3 of 8 head bolts stripped, could not tighten.

*** 05/03/2018 05:41:36 ***
Web - Note created on 05/03/2018 05:41:36 and created by Christopher McKenney
WRTY143 attached.

*** 05/03/2018 05:41:38 ***
20180503_083939[1].jpg added by Christopher McKenney on 05/03/2018 05:41:36

*** 05/03/2018 05:49:53 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/03/2018 05:52:38 and created by Jerry Gossling ***
1: Chris,
Tech line now has the ability to generate a PWA case from the Tech line case. The previous Tech line Agent requested for you to fill out and attach the PWA WRTY 143 form to the repair assistance case as he was going to generate a PWA from the Tech line case. So you need to refer back to the original case # 12710250 and follow up the Agent request.
NOTE, I am going to close this case and deny the claim.

Thank you

*** 05/03/2018 05:55:42 ***
PWA has been denied by Jerry Gossling

*** 05/03/2018 05:55:42 ***
Case closed by Jerry Gossling with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate Web Case

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,547

Prod Date: 08/22/2013 **Warranty Start Date:** 03/15/2014

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Michael Doherty **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/04/2018 11:41:46 ***
Contact = Michael Doherty, Priority = Standard, Sub Status = Dispatched

*** 05/04/2018 11:41:46 ***
Web - Problem Description created on 05/04/2018 11:21:32 and created by Michael Doherty
Customer states coolant leaking from engine

*** 05/04/2018 11:41:46 ***
Web - Diagnostics created on 05/04/2018 11:31:55 and created by Michael Doherty
Found no coolant in cooling system, leaking from by-pass housing. Started vehicle and found exhaust leaking into cooling system and out of the side of bank 2 head. Vehicle also has lower end knock and coolant in oil. Obtained oil change records from customer and found to be up to date. Oil change records and engine noise in attachment video. Recommend engine.

*** 05/04/2018 11:42:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 05/04/2018 11:44:14 and created by Eric Patterson ***
1: Thank you for the attachments to the case. The customer has been maintaining the engine. We will have to tear the heads off and see if there is any damage to the block. Is there coolant in the oil? Is it milky?
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician. Please see PS561 for the required fields that need filled out before attaching the form to the case, Thank you.

*** Web - Advice created on 05/08/2018 14:59:31 and created by Eric Patterson ***
1: Just checking in. Is the vehicle still being torn down for inspection?

*** 05/09/2018 09:20:12 ***
Web - Note created on 05/09/2018 09:20:11 and created by Michael Doherty
Sorry it took so long! Found when removing head bolt threads coming out with bolt. Also found block worped.

*** 05/09/2018 09:20:13 ***
1525882757196186791002 5.jpg added by Michael Doherty on 05/09/2018 09:20:12

*** Web - Advice created on 05/09/2018 10:08:29 and created by Eric Patterson ***
1: Thank you for the PWA form attached.
Please add pictures of the bolts with the threads damaged.
Next please add a picture of the top of the cams.
Then please strait edge the heads and let me know if they need replaced.

*** Web - Advice created on 05/09/2018 14:36:35 and created by Eric Patterson ***
1: Thank you for the PWA form attached.
Please add pictures of the bolts with the threads damaged.
Next please add a picture of the top of the cams.
Then please strait edge the heads and let me know if they need replaced.

*** 05/10/2018 16:45:10 ***
Web - Note created on 05/10/2018 16:45:10 and created by Michael Doherty
Sorry I've been very busy and just now getting the pictures to you. I have added attachments of the bolts,head, block and the mixture of coolant in the intake and valve covers. I also forgot to mention that the vehicle has a trans cooler and the vehicle has trans fluid in the intake. I don't see any coolant in the trans but it will also need a trans cooler.

*** 05/10/2018 16:45:12 ***
1525994930618176657120 4.jpg added by Michael Doherty on 05/10/2018 16:45:10

*** 05/10/2018 16:45:13 ***
1525994969677177049079 4.jpg added by Michael Doherty on 05/10/2018 16:45:12

*** 05/10/2018 16:45:14 ***
1525995206426116791050 3.jpg added by Michael Doherty on 05/10/2018 16:45:13

*** 05/10/2018 16:45:16 ***
1525995296719156024204 4.jpg added by Michael Doherty on 05/10/2018 16:45:14

*** 05/10/2018 16:45:17 ***
1525995426659735298 86.jpg added by Michael Doherty on 05/10/2018 16:45:16

*** 05/10/2018 16:45:19 ***
1525995500669185489008 0.jpg added by Michael Doherty on 05/10/2018 16:45:18

*** Web - Advice created on 05/11/2018 08:01:52 and created by Eric Patterson ***
1: Thank you for the video attachments. I appreciate the pictures and the extra effort. Thank you. The heads will need replaced as well. Please order a long block if offered. Thank you for removing the cylinder heads and performing the inspections. I can see the gasket started to fail exterior and in the combustion chamber due to the thread failure.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/11/2018 08:04:19 ***
PWA has been authorized by Eric Patterson

*** 05/11/2018 08:04:19 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,389

Prod Date: 02/01/2014 **Warranty Start Date:** 03/21/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Kenneth Keenan **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/30/2018 09:40:48 ***
Contact = Kenneth Keenan, Priority = Standard, Sub Status = Dispatched

*** 04/30/2018 09:40:48 ***
Web - Problem Description created on 04/30/2018 09:40:48 and created by Kenneth Keenan
while installing a cylinder head bolt noticed one bolt was going in rough. took it back out and had some thread from the block on the bolt.

*** 04/30/2018 09:40:48 ***
Web - Diagnostics created on 04/30/2018 09:40:48 and created by Kenneth Keenan
this is a reman short block

*** 04/30/2018 09:42:03 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/30/2018 09:56:06 and created by Mike Ozonur ***
1: in February you were suppose to open a PWA case to obtain approval to replace the engine assembly, but failed to do so, you will need a PWA appeal approval form from warranty and attach it to the case,
also please provide a picture of the head bolts showing the pulled out threads and please fill out the WRTY143 core form signed by both the technician and service manager thanks

*** Service Alert Escalated to CA as: 12668216 on 05/01/2018 01:04:42 (PST)
*** 05/04/2018 14:20:04 ***
152546758725311991141 27.jpg added by Kenneth Keenan on 05/04/2018 14:20:02

*** 05/04/2018 14:20:05 ***
15254686177367004978 3.jpg added by Kenneth Keenan on 05/04/2018 14:20:04

*** 05/04/2018 14:20:06 ***

15254686779014982072 98.jpg added by Kenneth Keenan on 05/04/2018 14:20:05

*** 05/04/2018 14:20:38 ***
Web - Note created on 05/04/2018 14:20:38 and created by Kenneth Keenan
Updated with pictures

*** Web - Advice created on 05/05/2018 09:39:31 and created by Mike Ozonur ***
1: can you please also provide a picture of the reman tag

*** 05/08/2018 09:52:16 ***
Web - Note created on 05/08/2018 09:52:16 and created by Kenneth Keenan
Attached remain tag

*** 05/08/2018 09:52:18 ***
15257982447141175290 87.jpg added by Kenneth Keenan on 05/08/2018 09:52:16

*** Web - Advice created on 05/08/2018 10:24:26 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/08/2018 10:25:40 ***
PWA Case created for RA Case 12707434 by Mike Ozonur

*** 05/09/2018 13:12:48 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,623

Prod Date: 08/13/2013 **Warranty Start Date:** 11/18/2013

Dealer/Contact Data:

Dealer: NY131 South Shore Kia

Phone: 6319913910 **FAX:** 6315143131

Contact: Phillip Fonseca **Contact Title:** Apprentice Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 05/10/2018 11:14:10 ***
Contact = Phillip Fonseca, Priority = Standard, Sub Status = Dispatched

*** 05/10/2018 11:14:10 ***
Web - Problem Description created on 05/10/2018 11:10:30 and created by Phillip Fonseca
Vehicle came in with a overheating concern, looked over vehicle and found no antifreeze in cooling system. when lifting vehicle for further inspection and found antifreeze streaks running down in four sections of the rear of the block.

*** 05/10/2018 11:14:10 ***
Web - Diagnostics created on 05/10/2018 11:14:10 and created by Siebel eSupport
Filled cooling system and did not find any location with leaking components, also did not come across any contaminants in system

*** 05/10/2018 11:16:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/10/2018 11:18:26 and created by Frank Lusic ***
1: hello Phillip
Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 05/21/2018 14:21:43 ***
Web - Note created on 05/21/2018 14:21:43 and created by Owen Nyame
HI Frank this Owen and this case was transfer to me to perform
tear down .
I remove the rear head
the head bolts were loose and one of the bolt came out with tread on it.
I use a cope to inspect the treaded hole and some of them were wipe out.

*** 05/21/2018 14:25:52 ***

Web - Note created on 05/21/2018 14:25:52 and created by Owen Nyame
intake cam sprocket is loose.

*** Web - Advice created on 05/21/2018 14:58:55 and created by Frank Lusic ***
1: Thank you

the engine short block will need to be replaced , the cam with the loose sprocket bolt will need to be replaced along with the CVVT
2: Based on the information that you have provided the engine will need to be replaced

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 05/22/2018 05:17:48 ***
1526991400409-2041199902.jpg added by Owen Nyame on 05/22/2018 05:17:47

*** 05/22/2018 05:18:50 ***
Web - Note created on 05/22/2018 05:18:49 and created by Owen Nyame
The former is attached to the case

*** Web - Advice created on 05/22/2018 07:27:46 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

2: be sure to inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 05/22/2018 07:29:29 ***
PWA Case 12732318 created by Frank Lusic

*** 05/22/2018 07:29:44 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** Service Alert Escalated to CA as: 12733423 on 05/23/2018 01:04:54 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,607

Prod Date: 03/05/2014 **Warranty Start Date:** 04/15/2014

Dealer/Contact Data:

Dealer: PA101 Matthews Kia of Blakely

Phone: 5703823297 **FAX:** 5703823361

Contact: Aaron Srebro **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 05/09/2018 14:02:44 ***
Contact = Aaron Srebro, Priority = Standard, Sub Status = Dispatched

*** 05/09/2018 14:02:44 ***
Web - Problem Description created on 05/09/2018 13:54:05 and created by Aaron Srebro
vehicle came in for coolant loss. verified level was almost empty in reservoir. filled system and let vehicle run for approx. 20min to help find severity of leak. While performing coolant pressure test, also visually inspected engine/ cooling system for leaks--found NONE. After 2nd inspection of cooling system reservoir--found OIL contamination in reservoir/cooling system!! suspect failed headgasket(s) for cross contamination. Recommending REPLACE longblock, ALL rubber cooling system hoses, as well as flushing heater core and flushing radiator prior to new engine installation. Also, 1 follow-up coolant flush POST engine/coolant hose replacement to remove any possible additional contamination left in cooling system. Will submit photo of contaminated coolant.

*** 05/09/2018 14:02:44 ***
Web - Diagnostics created on 05/09/2018 13:54:05 and created by Aaron Srebro
Visible inspection
Coolant Pressure Test

*** 05/09/2018 14:02:46 ***
2.jpg added by Aaron Srebro on 05/09/2018 14:02:44

*** 05/09/2018 14:02:47 ***
3.jpg added by Aaron Srebro on 05/09/2018 14:02:46

*** 05/09/2018 14:03:33 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 05/09/2018 14:04:46 and created by Eric Patterson ***
1: Please include a video of a block test being performed and lets see if the fluid turns yellow. Thanks Aaron.
2: Thank you for the information. Please let the vehicle cool down a bit and please remove the radiator cap, start the engine

and lower the coolant level a bit and run the vehicle until the coolant is visible but low in the radiator. Then perform a Block check as the RPM's are at 1500 and perform the check and see if the color changes on the fluid.

*** Web - Advice created on 05/09/2018 14:07:28 and created by Eric Patterson ***
1: Thank you for the pictures, I can see the oil in the coolant. We will need the block test ending video. The Service Engineers are investigating these 3.3L engines.

*** 05/10/2018 07:19:52 ***
Web - Note created on 05/10/2018 07:19:52 and created by Aaron Srebro
uploaded photo of data OFF and RUNNING during test as well as block test video, yielding a color change signifying failure.

*** 05/10/2018 07:19:53 ***
warm up off.png added by Aaron Srebro on 05/10/2018 07:19:52

*** 05/10/2018 07:19:53 ***
running.png added by Aaron Srebro on 05/10/2018 07:19:53

*** 05/10/2018 07:20:34 ***
block test.mp4 added by Aaron Srebro on 05/10/2018 07:19:54

*** Web - Advice created on 05/10/2018 08:33:12 and created by Eric Patterson ***
1: Thank you for the block check process.
Thank you for the information. The mileage and the yr of the vehicle show that this may be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.
A: Please make sure the vehicle is in warranty for Powertrain Repairs. Please click on the validate warranty coverage box in this case. Check with your Service Writer or Manger to verify and validate the coverage.

B: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

C: We will need to measure the cylinder heads for warpage and see if they are within specks.

*** 05/11/2018 13:51:45 ***
Web - Note created on 05/11/2018 13:51:45 and created by Aaron Srebro
-REMOVED VALVE COVERS/HP FUEL SYSTEM/COOLING SYSTEM/TIMING COVER/ ALL CAMS AND RETORQUE ALL HEAD BOLTS TO 80FT/LBS
-FOUND (3) BOLTS STRIPPED/SPINNING AROUND CYLINDER #4 ON FRONT BANK
ALSO (3) BOLTS STRIPPED ACROSS BACK SIDE OF ALL CYLINDERS ON REAR BANK
-INSPECTED OCV SOLENOIDS FOR METAL PARTICLE CONTAMINATION--FOUND SLIGHT METAL PARTICLES ON FRONT BANK OCV

what is the next step?

*** Web - Advice created on 05/11/2018 14:00:15 and created by Eric Patterson ***
1: Please add pictures of the stripped threads on the bolts then please straightedge the heads, are they warped?
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician. Please see PS561 for the required fields that need filled out before attaching the form to the case, Thank you.
3: Please make sure the vehicle is in warranty for Powertrain Repairs. Please click on the validate warranty coverage box in this case. Check with your Service Writer or Manger to verify and validate the coverage.

*** 05/12/2018 06:46:22 ***
Web - Note created on 05/12/2018 06:46:22 and created by Aaron Srebro
Uploaded photos of stripped out bolts. 3 of total six, pulled out threads WITH bolts..others remained strip threads inside engine block. Will continue to remove heads and inspect for warpage on cylinder heads.

*** 05/12/2018 06:46:24 ***

15261324042581951060l6.jpg added by Aaron Srebro on 05/12/2018 06:46:23

*** 05/12/2018 06:46:26 ***
15261325191162462315 6.jpg added by Aaron Srebro on 05/12/2018 06:46:24

*** 05/14/2018 07:23:14 ***
Web - Note created on 05/14/2018 07:23:14 and created by Aaron Srebro
---BOTH heads PASSED allowed clearance of .002" at 6 different points of inspection on each surface for warpage inspection
---Uploaded WRTY-143 FORM

*** 05/14/2018 07:23:16 ***
sorento form.jpg added by Aaron Srebro on 05/14/2018 07:23:15

*** 05/14/2018 08:29:09 ***
PWA Case created for RA Case 12719125 by Eric Patterson

*** Web - Advice created on 05/14/2018 08:29:22 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/14/2018 08:34:31 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,578

Prod Date: 08/14/2013 **Warranty Start Date:** 01/14/2014

Dealer/Contact Data:

Dealer: OH074 Bill Doraty Kia

Phone: 3307219500 **FAX:** 3307250983

Contact: Kevin Perdue **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block due to

Case History

*** 05/14/2018 08:32:00 ***
Contact = Kevin Perdue, Priority = Standard, Sub Status = Dispatched

*** 05/14/2018 08:32:00 ***
Web - Problem Description created on 05/14/2018 08:32:00 and created by Kevin Perdue
customer complaining oil oil leak

*** 05/14/2018 08:32:00 ***
Web - Diagnostics created on 05/14/2018 08:32:00 and created by Kevin Perdue
verified oil leaking coming from engine valley can be seen at bottom of transmission bell housing, at first thought it was the oil pressure switch, had all the tell tail signs, removed upper and lower intakes, and gdi injector rails, the oil pressure switch is dry, it appears the head gasket is leaking. sending pictures. i have not seen one leak here. please advise.

*** 05/14/2018 08:32:02 ***
20180514_105710_HDR.jpg added by Kevin Perdue on 05/14/2018 08:32:00

*** 05/14/2018 08:32:03 ***
20180514_105422_HDR.jpg added by Kevin Perdue on 05/14/2018 08:32:02

*** 05/14/2018 08:32:05 ***
20180514_105457_HDR.jpg added by Kevin Perdue on 05/14/2018 08:32:03

*** 05/14/2018 08:46:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/14/2018 08:48:40 and created by Frank Lusic ***
1: Hello kevin
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not

then the block will need to be replaced, Please report your findings

*** 05/16/2018 07:19:55 ***
Web - Note created on 05/16/2018 07:19:55 and created by Kevin Perdue
checked the head bolts and found 1 stripped out, i am ordering a short block.

*** Web - Advice created on 05/16/2018 07:47:21 and created by Frank Lusic ***
1: Thank you for that information
Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 05/17/2018 06:13:10 ***
Web - Note created on 05/17/2018 06:13:10 and created by Kevin Perdue
ok will let you know what i find

*** Web - Advice created on 05/17/2018 08:03:21 and created by Frank Lusic ***
1: Thank you

*** Web - Advice created on 05/29/2018 14:36:58 and created by Frank Lusic ***
1: what is the status of this vehicle

*** 05/29/2018 15:03:51 ***
Web - Note created on 05/29/2018 15:03:51 and created by Kevin Perdue
the short block for this vehicle is on order. there are none available and there is no delivery date.

*** Web - Advice created on 05/29/2018 15:05:11 and created by Frank Lusic ***
1: Thank you

*** 06/14/2018 11:21:17 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: replaced short block due to stripped holes for head bolts

*** Service Alert Escalated to CA as: 12728621 on 06/15/2018 01:04:44 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,217

Prod Date: 01/09/2014 **Warranty Start Date:** 08/28/2014

Dealer/Contact Data:

Dealer: WA034 Car Pros Kia Renton

Phone: 4252774228 **FAX:** 2536714068

Contact: Jeff Lydic **Contact Title:** Service Manager **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/24/2018 09:10:54 ***
Contact = Colton Ellison, Priority = Standard, Sub Status = Dispatched

*** 04/24/2018 09:10:54 ***
Web - Problem Description created on 04/24/2018 09:10:54 and created by Colton Ellison
engine headgasket blown , compression and coolant spraying out between head and block ,

*** 04/24/2018 09:10:55 ***
Web - Diagnostics created on 04/24/2018 09:10:55 and created by Colton Ellison
coolant empty , engine runs ruff, headgasket blown

*** 04/24/2018 09:24:04 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 04/24/2018 09:25:05 and created by Jerry Gossling ***
1: Colton,
Gain access to the head bolts for the leaking cylinder head. Next see if any of the head bolts just turn when attempting to tighten them down.
Thank you

*** Service Alert Escalated to CA as: 12702313 on 04/25/2018 01:06:22 (PST)

*** 05/03/2018 15:50:25 ***
Web - Note created on 05/03/2018 15:50:24 and created by Colton Ellison
yes found one headbolt loose ,turned with no effort

*** Web - Advice created on 05/04/2018 05:44:38 and created by Jerry Gossling ***
1: Colton,

Based off of this information the short block will need to be replaced and the cylinder heads checked for warpage per the shop manual guide lines.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the requested information. Thank you
2: Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case and once this has been completed please update the case indicating the picture is available for review. Thank you
3: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core form to this case. Please add a note to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager to the case once the form has been attached. Thanks.

*** 05/04/2018 08:29:18 ***
Web - Note created on 05/04/2018 08:29:18 and created by Colton Ellison
short block ? or longblock ? longblock is fast return back to customer service

*** Web - Advice created on 05/04/2018 09:02:29 and created by Jerry Gossling ***
1: Colton,
As previously stated in the case the short block will need to be replaced and the cylinder heads inspected for warpage.

I need the requested information.
Thank you

*** 05/15/2018 14:05:12 ***
161215.pdf added by Colton Ellison on 05/15/2018 14:05:12

*** 05/15/2018 14:06:29 ***
Web - Note created on 05/15/2018 14:06:28 and created by Colton Ellison
attchaed core sheett

*** 05/15/2018 14:19:34 ***
20180515_141410[1].jpg added by Colton Ellison on 05/15/2018 14:19:33

*** 05/15/2018 14:19:52 ***
Web - Note created on 05/15/2018 14:19:52 and created by Colton Ellison
attached picture

*** 05/15/2018 14:57:43 ***
Web - Note created on 05/15/2018 14:57:43 and created by Colton Ellison
???

*** 05/16/2018 04:31:37 ***
PWA Case created for RA Case 12701421 by Jerry Gossling

*** 05/16/2018 15:57:08 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,485

Prod Date: 03/23/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: WA015 Jerry Smith Kia

Phone: 3607072468 **FAX:** 3607072027

Contact: Edward Bechtel **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: MIL - PCM # -P0300 - P0302 - P0305 - Case for Warranty

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Valves

Resolution: PWA Authorized

Case History

*** 05/03/2018 13:54:04 ***
Contact = Edward Bechtel, Priority = Standard, Sub Status = Dispatched

*** 05/03/2018 13:54:04 ***
Web - Problem Description created on 05/03/2018 13:41:11 and created by Edward Bechtel
Check engine light on. Dtc's p0300, p0302, p0305. Rough idle cold start.

*** 05/03/2018 13:54:05 ***
Web - Diagnostics created on 05/03/2018 13:41:11 and created by Edward Bechtel
Inspected spark plugs. When removing surge tank, found heavy oil deposits in intake. All intake valves very heavy deposits. Performed compression test, #1-205 psi, #2-155, #3-210, #4-150, #5-210, #6-210. Surge tank has lots of oil received from pcv valve. Performed leakdown test on cylinder #2 & 4 , 12% leakage. Can hear air from intake and oil fill. Oil level is correct. Pictures attached.

*** 05/03/2018 13:54:06 ***
1525380673456157082743 3.jpg added by Edward Bechtel on 05/03/2018 13:54:05

*** 05/03/2018 13:54:18 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 05/03/2018 13:54:57 and created by Eric Patterson ***
1: Thank you for the information. Cylinders #2 and 4 have low compression.
2: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** Web - Advice created on 05/03/2018 13:58:02 and created by Eric Patterson ***
1: Thank you for the video attachments.
2: Please perform a leakdown in #2 and #4. See if the leakage is from one cylinder to the other.

*** 05/03/2018 14:18:17 ***

Web - Note created on 05/03/2018 14:18:17 and created by Edward Bechtel
Performed leakage test and can see bubbling oil from the valve seats. All cylinders intake valves are heavy with oil deposits. Inspected sides of of block and heads , no coolant leaks found. No leaks anywhere.

*** 05/03/2018 14:18:18 ***
15253820736461489806891.jpg added by Edward Bechtel on 05/03/2018 14:18:17

*** 05/03/2018 14:18:19 ***
15253822001251236653949.jpg added by Edward Bechtel on 05/03/2018 14:18:18

*** Web - Advice created on 05/03/2018 14:20:54 and created by Eric Patterson ***
1: Thank you for the attachments, it does not look like we have any external leakage. Thanks

Please let me know what the leakdown test results are. Where is the leak going to since we have the low compression, Thanks Edward.

*** 05/03/2018 14:57:36 ***
Web - Note created on 05/03/2018 14:57:36 and created by Edward Bechtel
Supplied video attachment

*** 05/03/2018 14:58:23 ***
20180503_144332.mp4 added by Edward Bechtel on 05/03/2018 14:57:36

*** Web - Advice created on 05/03/2018 15:02:54 and created by Eric Patterson ***
1: Thank you very much for the leakdown video. Please check # 5 if its the same we will need to perform a head job. Great job Edward

*** 05/17/2018 14:26:09 ***
Web - Note created on 05/17/2018 14:26:09 and created by Edward Bechtel
When installing rebuilt heads on engine block. RH cylinder head second head bolt from front on exhaust side would not tighten. After the first step of 30 ft lbs. on all bolts then attempting 120 deg. step and it did not tighten like other inner head bolts. Found threads in engine block stripped.

*** Web - Advice created on 05/17/2018 14:47:04 and created by Eric Patterson ***
1: Thank you the block will need replaced.
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. The form must be filled out (all available sections) and signed and dated by the Service Manager and The Technician. Please see PS561 for the required fields that need filled out before attaching the form to the case, Thank you.
3: Once the PWA form is added I WILL CREATE THE PWA CASE AND APPROVE IT FOR YOU.....

*** Web - Advice created on 05/17/2018 14:48:32 and created by Eric Patterson ***
1: Based on the information provided, Please add a picture of the valve train to the case and the underside of the valve cover for the maintenance inspection.

*** 05/17/2018 15:18:52 ***
Web - Note created on 05/17/2018 15:18:52 and created by Edward Bechtel
Please give me a call (360) 391-5525

*** Phone - Advice created on 05/17/2018 15:37:07 and created by Eric Patterson ***
1: Called and left message on the phone listed.

*** Phone - Advice created on 05/17/2018 15:53:15 and created by Eric Patterson ***
1: Spoke with ED. When the head gaskets were installed and the heads were being torqued down 1 of the bolts kept spinning. The threads were stripped in the block. the engine will need replaced.

The head gaskets will need replaced , do not reuse them as they have already been torqued down.
2: Please add a picture of the underside of the valve covers, which the maintenance was clean and verified. Please also add the WRTY 143 form to the case.
3: Once the PWA form is added I WILL CREATE THE PWA CASE AND APPROVE IT FOR YOU.....

*** 05/17/2018 16:19:32 ***
1526598986857192833148O.jpg added by Edward Bechtel on 05/17/2018 16:19:27

*** 05/17/2018 16:19:33 ***
152659902100850129802 9.jpg added by Edward Bechtel on 05/17/2018 16:19:32

*** 05/17/2018 16:30:40 ***
PWA Case created for RA Case 12712723 by Eric Patterson

*** Web - Advice created on 05/17/2018 16:30:52 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/18/2018 07:52:09 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,757

Prod Date: 02/19/2013 **Warranty Start Date:** 03/19/2013

Dealer/Contact Data:

Dealer: GA089 Ed Voyles Kia of Chamblee

Phone: 7702347800 **FAX:** 7707011633

Contact: isaac middleton **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# head gasket, Case For Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/16/2018 07:34:41 ***
Contact = isaac middleton, Priority = Standard, Sub Status = Dispatched

*** 05/16/2018 07:34:41 ***
Web - Problem Description created on 05/16/2018 07:34:41 and created by isaac middleton
coolant leak

*** 05/16/2018 07:34:41 ***
Web - Diagnostics created on 05/16/2018 07:34:41 and created by isaac middleton
Performed pressue test to cooling system and found head gasket leaking from under front manifold.

*** 05/16/2018 07:39:59 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/16/2018 07:42:55 and created by Frank Lusic ***
1: Hello Isaac
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 05/18/2018 09:24:13 ***
Web - Note created on 05/18/2018 09:24:13 and created by isaac middleton
The 4 head bolts on the intake cam side only 2 torque down and 2 in the middle 2 keeps spinning.
On front cam exhaust side only 2 bolts removed itself while the other 2 spins in head not removing itself.

*** 05/18/2018 09:24:14 ***
1526660594598206887781O.jpg added by isaac middleton on 05/18/2018 09:24:13

*** Web - Advice created on 05/18/2018 09:33:57 and created by Frank Lusic ***

1: Thank you based on this information the block will need to be replaced but first
Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 05/18/2018 13:51:52 ***
Web - Note created on 05/18/2018 13:51:52 and created by isaac middleton
The 2 exhaust bolts that were spinning and not removing itself were extremly difficult to remove. The measurements with straight edge is at 0.0027. i would reccomend a long block.

*** Web - Advice created on 05/18/2018 14:18:55 and created by Frank Lusic ***
1: I need some clarification what two exhaust bolts are you referring to ?

*** 05/18/2018 14:27:51 ***
Web - Note created on 05/18/2018 14:27:51 and created by isaac middleton
2 head bolts on the exhaust cam side

*** Web - Advice created on 05/18/2018 14:43:51 and created by Frank Lusic ***
1: I'm sorry but the exhaust bolts that attach the exhaust manifold to the head or the threads in the block for the head bolts on the exhaust side ?

*** 05/18/2018 14:54:07 ***
Web - Note created on 05/18/2018 14:54:07 and created by isaac middleton
the head bolts below the exhaust cams

*** 05/18/2018 14:55:23 ***
Web - Note created on 05/18/2018 14:55:23 and created by isaac middleton
that were spinning.
i recommed a long block.

*** Web - Advice created on 05/18/2018 15:09:13 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

Do not break the ear off of the engine block

*** 05/18/2018 15:20:28 ***
Web - Note created on 05/18/2018 15:20:28 and created by isaac middleton
ok thanks.
PWA is attatched

*** Web - Advice created on 05/18/2018 15:30:41 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/18/2018 15:31:19 ***
PWA Case created for RA Case 12726197 by Frank Lusic

*** 05/21/2018 08:41:15 ***

You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,562

Prod Date: 01/22/2014 **Warranty Start Date:** 05/21/2014

Dealer/Contact Data:

Dealer: MO028 Kia of Jefferson City

Phone: 5736589444 **FAX:** 5736589440

Contact: Jacob Kuda **Contact Title:** Technician Trainee **Service District:** CE05

Case Details:

Case Title: Engine - Overheats # Case forwarranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/18/2018 09:12:40 ***
Contact = Jacob Kuda, Priority = Standard, Sub Status = Dispatched

*** 05/18/2018 09:12:40 ***
Web - Problem Description created on 05/18/2018 09:12:19 and created by Jacob Kuda
Suspected blown head gasket or crack in engine.
Customer states the engine would overheat at stops, coolant in radiator dropped to very low level but coolant reservoir was overfull; and after filling and sitting overnight the engine had a rough startup.
When vehicle arrived coolant was low in radiator again and reservoir overfull. When I filled the radiator with a funnel I could lock down I noticed a constant stream of small bubbles that would only show up once the engine was warm and running. Bubbles would stop instantly when shut off.
I topped off the radiator, dropped the reservoir to normal and test drove the vehicle, did not get hot (at least not this time) but after driving in city traffic the reservoir was again overfull and was continuing to fill with a constant stream of bubbles (that stopped when engine stopped) the coolant hoses are pressurized but filled with gas.
No external leaks

*** 05/18/2018 09:12:40 ***
Web - Diagnostics created on 05/18/2018 09:12:19 and created by Jacob Kuda
Visual inspection of cooling systems including fan operation - normal
Topped off cooling system and allowed to bleed
Test drove vehicle
Performed block test (combustion leak test fluid) - oddly came negative despite large amounts of pressurized gas in cooling system after running.

*** 05/18/2018 09:15:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/18/2018 09:17:06 and created by Frank Lusic ***
1: Hello Jacon
is the cooling fan operating ?

2: Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings

*** 05/18/2018 10:06:38 ***
Web - Note created on 05/18/2018 10:06:38 and created by Jacob Kuda
The cooling fan is operating, cycling on and off. And constant on if aircon is turned on
I re-preformed the block test after the test drive and did manage to get the liquid to partially change color (tank was bubbling again with the cooling system re-pressurized with gas as before)

*** Web - Advice created on 05/18/2018 10:39:11 and created by Frank Lusic ***
1: Please remove the cylinder head and inspect for a warped block and or head by using a precision straight edge , also check for cylinder wall damage, stripped threads in the block for the head bolts, please take and attach any pictures of any damage if found and attach it to the case, and if the head or block is warped let me know by how much thank you

*** 05/23/2018 09:43:23 ***
Web - Note created on 05/23/2018 09:43:23 and created by Jacob Kuda
I have torn the engine down. the head gasket has blown at cylinder 1 (pictures of gaskets and head surfaces attached).
The headbolts on the exhaust side of cylinder 1 were much looser than the rest of the headbolts, tightness seemed to vary some between all bolts (but may not mean much)
Attempting to thread in bolts by hand on bolts that were loose is not possible, bolts turn a few turns and then get stiff, there was a few couple threads that did pull out during this time but looking down bolt holes I think the threads cleaned with a thread chaser. Unless you have other recommendations
No measurable warpage (my gauges go to 0.0015in/.04mm) on heads or block surfaces.
Also attached is a picture of a valve lifter bucket for #6 which has an odd pattern worn into the surface along with some on the cam lobe.
No abnormal damage to cylinder bores or mating surfaces

*** 05/23/2018 09:43:24 ***
Front head.jpg added by Jacob Kuda on 05/23/2018 09:43:23

*** 05/23/2018 09:43:26 ***
Rear head.jpg added by Jacob Kuda on 05/23/2018 09:43:24

*** 05/23/2018 09:43:27 ***
Gaskets 1.jpg added by Jacob Kuda on 05/23/2018 09:43:26

*** 05/23/2018 09:43:28 ***
Lifter.jpg added by Jacob Kuda on 05/23/2018 09:43:27

*** Web - Advice created on 05/23/2018 10:13:35 and created by Frank Lusic ***
1: Thank you
the short block will need to be replace
please remove all of the cam bearing caps to check for damage to the bearing surfaces on the head and cams , attach picture of your findings

*** 05/23/2018 10:32:53 ***
Web - Note created on 05/23/2018 10:32:53 and created by Jacob Kuda
Attached are pictures of cam caps and a cam journal.
Some wear in caps, journals look ok, only abnormal thing was that 1 lobe and lifter (image attached before)

*** 05/23/2018 10:32:56 ***
20180523_122205.jpg added by Jacob Kuda on 05/23/2018 10:32:53

*** 05/23/2018 10:32:59 ***
Cam caps2.jpg added by Jacob Kuda on 05/23/2018 10:32:56

*** 05/23/2018 10:33:01 ***
Cam journal.jpg added by Jacob Kuda on 05/23/2018 10:32:59

*** Web - Advice created on 05/23/2018 10:38:12 and created by Frank Lusic ***
1: Thank you
the bearing surfaces look terrible , the heads and cams will also need to be replaced
2: Based on the information that you have provided the engine will need to be replaced

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

Do not break the ear off of the engine block

*** 05/23/2018 11:28:20 ***
Web - Note created on 05/23/2018 11:28:20 and created by Jacob Kuda
Attached WRTY143 PWA form

*** 05/23/2018 11:28:21 ***
WRTY143.jpg added by Jacob Kuda on 05/23/2018 11:28:20

*** Web - Advice created on 05/23/2018 11:33:15 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/23/2018 11:34:01 ***
PWA Case created for RA Case 12729204 by Frank Lusic

*** 05/30/2018 10:23:38 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/30/2018 11:04:44 ***
Case Number: XXXXXXXX Reopen Requested by Jacob Kuda.
Reason: [Parts does not offer complete engine assembly, only shortblock and heads. Should we order all parts to build a complete engine ourselves]

*** 05/30/2018 12:41:27 ***
Reopen Denied by Frank Lusic
Reason: replace the short block and build the heads with new parts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,538

Prod Date: 07/31/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NJ075 Matt Blatt Kia of Toms River

Phone: 7322810000 **FAX:** 7322443102

Contact: David Pascale **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/31/2018 11:18:25 ***
Contact = David Pascale, Priority = Standard, Sub Status = Dispatched

*** 05/31/2018 11:18:25 ***
Web - Problem Description created on 05/31/2018 11:18:25 and created by Siebel eSupport
Customer states engine running hotter than normal

*** 05/31/2018 11:18:25 ***
Web - Diagnostics created on 05/31/2018 11:18:25 and created by Siebel eSupport
Verified concern, found coolant low. Refilled and started vehicle. Air coming out of radiator. Reference techline case number 12735196. Performed a leak down test and air bubbling out of radiator when cylinder 5 was pressurized. Pressurized cooling system and using a boroscope coolant found dripping in to cylinder. Found head bolts coloset to exhaust manifold loose. Removed bank 2 cylinder head and head gasket was blown. No threads seen on head bolts. Head and block deck surfaces are not warped. Attempted a head gasket repair by replacing bank 2 head gasket and head bolts. Installed head and bolts were able to torque to 30ft. At next step to torque bolts, head bolts kept spinning. Removed bolt and aluminum found on bolts. Threads came out of short block. Short block requires replacement. Pictures are attached

*** 05/31/2018 11:23:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/31/2018 11:28:43 and created by Frank Lusic ***
1: David
the process has changed please refer back to the RA case , the agent working this case will open a PWA case
this case will be closed and denied

*** 05/31/2018 11:30:38 ***
PWA has been denied by Frank Lusic

*** 05/31/2018 11:30:38 ***
Case closed by Frank Lusic with Resolution Code : Information Given

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,538

Prod Date: 07/31/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NJ075 Matt Blatt Kia of Toms River

Phone: 7322810000 **FAX:** 7322443102

Contact: David Pascale **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 05/24/2018 07:46:38 ***
Contact = David Pascale, Priority = Standard, Sub Status = Dispatched

*** 05/24/2018 07:46:38 ***
Web - Problem Description created on 05/24/2018 07:34:36 and created by David Pascale
Customer states vehicle seams to be reading a little hotter than normal. Check and advise.

*** 05/24/2018 07:46:38 ***
Web - Diagnostics created on 05/24/2018 07:34:36 and created by David Pascale
Inspected vehicle. Checked coolant level, air pressure escaped when the cap was removed. Refilled coolant and started vehicle. Coolant coming out of radiator aggressively. Air is entering system. No DTCs for misfires, P0660 stored but not related to a cooling system issue. Removed bank 2 spark plugs and performed leak down. No air coming out of radiator. Removed intake plenum to access bank 1 spark plugs. Performed leak down test. Cylinder number 5 has air escaping out of radiator. Air is escaping aggressively. Using a boroscope, viewed cylinder 5 and pressurized cooling system. Coolant is seen dripping down cylinder walls. Suspect blown head gasket and or warped deck surfaces. Will removal of cylinder head be required or submit for a PWA long engine replacement. Note: Cylinder 5 picture, the leakdown gauges are not accurate for leak down proof. Air pressure was reduced to take a photo due to coolant spraying out of funnel.

*** 05/24/2018 07:47:18 ***
Web - Note created on 05/24/2018 07:47:18 and created by David Pascale
Vehicle also had a previous driveability case of lack of power and a cam and phaser was replaced.

*** 05/24/2018 07:49:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/24/2018 07:50:14 and created by Tony Thomas ***
1: Get approval to pull the head for further inspection. Prior to removing the head, torque check the head bolts to see if they are all holding. If any are loose and pulling the threads from the block, this will need an engine.

*** 05/24/2018 08:25:24 ***

Web - Note created on 05/24/2018 08:25:24 and created by David Pascale
I was able to lift cams high enough to access head bolts near cylinder 5. At cylinder 3, the head bolts between cylinder 1 and 5 were not torqued compared to other head bolts. Using my digital torque wrench, at roughly 25-30ft lbs, the bolts popped and began to turn. I compared to other head bolts and my torque readings were exceeding 45-50ft lbs. Head bolt between cylinder five and three exhaust valves is the area were I saw the coolant seeping into cylinder 5.

*** Web - Advice created on 05/24/2018 08:27:52 and created by Tony Thomas ***
1: Were they only loose (not properly torqued) or did they pull the threads out?

*** 05/24/2018 08:56:03 ***
Web - Note created on 05/24/2018 08:56:03 and created by David Pascale
I only checked and compared torque to other head bolts first. I removed all head bolts on the exhaust side of the head. The front bolt between cylinder one exhaust valves and vvt was the only bolt tight in that row. No threads from block seen. The loose bolts are covered in oil and the galleys have oil in them. I removed two torqued head bolts from the intake side of head and they are dry. I measured the length of the head bolts, loose to torqued ones and the overall length is 146.6mm +/- .3mm.

*** Web - Advice created on 05/24/2018 08:59:51 and created by Tony Thomas ***
1: Thanks for the update.

*** Service Alert Escalated to CA as: 12736345 on 05/25/2018 16:25:47 (PST)

*** 05/31/2018 10:32:48 ***
Web - Note created on 05/31/2018 10:32:47 and created by David Pascale
Closing case. Head and deck surface were flat and not warped. Performed a head gasket replacement with new head bolts. After torquing 30fts and entering the next step to rotate bolts, thread came out of short block Short block requires replacement.

*** 05/31/2018 10:33:20 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Threads came out of short block. Opening PWA for short block replacement

*** 05/31/2018 11:25:27 ***
Reopened with Sub Status of Working

*** 05/31/2018 11:26:24 ***
Assigned to WIPBin default of Tony Thomas by Frank Lusic
Reason:

*** Web - Advice created on 05/31/2018 11:26:37 and created by Frank Lusic ***
1: Tech opened a PWA case I will refer him back to this RA case

*** 05/31/2018 11:34:13 ***
Web - Note created on 05/31/2018 11:34:13 and created by David Pascale
I recieved Franks message. I attached picture of head bolt and core sheet

*** 05/31/2018 11:34:14 ***
152779154752793837654 8.jpg added by David Pascale on 05/31/2018 11:34:13

*** 05/31/2018 11:34:15 ***
152779158850379219458 1.jpg added by David Pascale on 05/31/2018 11:34:14

*** 05/31/2018 12:00:35 ***
PWA Case created for RA Case 12735169 by Tony Thomas

*** Web - Advice created on 05/31/2018 12:00:55 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to pit stop PS539 for Engine Component Re-use Guidelines. I have generated a PWA case for you. Please validate the vehicle warranty and the PWA will be auto approved. If you select no for warranty validation, the PWA will

auto deny.

*** 05/31/2018 12:06:23 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,176

Prod Date: 08/13/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: LA048 Orr Kia of Shreveport Bossier

Phone: 3187987350 **FAX:** 8885175472

Contact: Lyndel Weaver **Contact Title:** Dual Technician **Service District:** SW07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/31/2018 12:30:16 ***
Contact = Lyndel Weaver, Priority = Standard, Sub Status = Dispatched

*** 05/31/2018 12:30:16 ***
Web - Problem Description created on 05/31/2018 12:28:49 and created by Lyndel Weaver
2 head bolt holes in block stripped

*** 05/31/2018 12:30:16 ***
Web - Diagnostics created on 05/31/2018 12:28:49 and created by Lyndel Weaver
during replacement of leaking head gasket found 2 head bolt holes in block stripped

*** 05/31/2018 12:30:16 ***
IMG_0051.jpg added by Lyndel Weaver on 05/31/2018 12:30:16

*** 05/31/2018 12:53:55 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 05/31/2018 12:57:05 and created by Steven Okimura ***
1: Please attach the engine core data for to PWA case 12724643 for approval.

*** 05/31/2018 13:23:37 ***
IMG_0052.jpg added by Lyndel Weaver on 05/31/2018 13:23:36

*** Web - Advice created on 05/31/2018 14:05:25 and created by Steven Okimura ***
1: You will be notified (via e-mail) to validate the warranty on the new PWA case . Once completed the case will be approved and closed, if you cannot validate the warranty the case will be denied and closed. Thanks.

*** Service Alert Escalated to CA as: 12743120 on 06/01/2018 01:06:16 (PST)

*** Case has been auto closed by the system on 07/01/2018 01:05:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,129

Prod Date: 07/16/2013 **Warranty Start Date:** 01/02/2014

Dealer/Contact Data:

Dealer: CA257 Team Kia of El Cajon

Phone: 6194447200 **FAX:** 6194446490

Contact: Jesus Navarro **Contact Title:** Maintenance Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced long block

Case History

*** 06/01/2018 09:41:15 ***
Contact = Jesus Navarro, Priority = Standard, Sub Status = Dispatched

*** 06/01/2018 09:41:16 ***
Web - Problem Description created on 06/01/2018 09:41:15 and created by Jesus Navarro
customer states vehicle starts to over heat after 4 minutes of driving.

*** 06/01/2018 09:41:16 ***
Web - Diagnostics created on 06/01/2018 09:41:16 and created by Jesus Navarro
Performed pressure test lost 3 psi in 5 minutes, installed coolant dye in coolant system, test drove vehicle for 2 miles, vehicle temp went up 3/4 of the way.
performed block test FAIL block test, found headgasket to be leaking coolant.

*** 06/01/2018 09:42:59 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/01/2018 09:43:21 and created by Brian Lall ***
1: Is the head gasket leaking externally or internally into the engine? Did you find any other cause of overheating since a head gasket being blown is a result and not usually the root cause?

*** 06/01/2018 11:09:02 ***
Web - Note created on 06/01/2018 11:09:02 and created by Jesus Navarro
I visibly see coolant leaking out of the head gasket, and i have exhaust in the coolant, i did not find any other cause of overheating

*** Web - Advice created on 06/01/2018 12:01:48 and created by Brian Lall ***
1: Thanks for clarifying. Please get authorization from your DPSM to remove the valve cover and the head that is leaking. If you find any loose head bolts or signs of the threads in the block that the head bolts go into being damaged stop and update this case. Provide pictures if the damage can be seen. Thanks.

*** 06/01/2018 12:36:53 ***
Web - Note created on 06/01/2018 12:36:53 and created by Jesus Navarro
thank you Brian, will do, ill keep you updated.

*** Research - Advice created on 06/01/2018 13:48:14 and created by Brian Lall ***
1: Thanks for the update.

*** 06/04/2018 13:09:28 ***
Web - Note created on 06/04/2018 13:09:27 and created by Jesus Navarro
That's is a positive on threads are damaged, two bolts on the intake side.
here are the pictures

*** 06/04/2018 13:09:29 ***
152814283188888557823 9.jpg added by Jesus Navarro on 06/04/2018 13:09:28

*** Web - Advice created on 06/04/2018 13:58:38 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. Thanks.

*** 06/04/2018 14:23:30 ***
Web - Note created on 06/04/2018 14:23:30 and created by Jesus Navarro
thank you

*** Research - Advice created on 06/05/2018 06:13:37 and created by Brian Lall ***
1: Your welcome.

*** 06/19/2018 09:13:29 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,587

Prod Date: 03/25/2013 **Warranty Start Date:** 05/27/2013

Dealer/Contact Data:

Dealer: TX002 Ancira Kia

Phone: 2106844000 **FAX:** 2105092911

Contact: Rudy Ortiz **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/06/2018 06:51:39 ***
Contact = Rudy Ortiz, Priority = Standard, Sub Status = Dispatched

*** 06/06/2018 06:51:39 ***
Web - Problem Description created on 06/06/2018 06:48:36 and created by Rudy Ortiz
cust , states that vehicle over heated and stopped running restarted ,and keeps over heating

*** 06/06/2018 06:51:39 ***
Web - Diagnostics created on 06/06/2018 06:48:37 and created by Rudy Ortiz
ck-ed out engine for leaks [no leaks]. ...engine had coolant in oil and the coolant bottle ,had oil in it did a block test and it failed it turned yellow ,,customer states that she ran the vehicle with no coolant ck-ed history coolant done on 11\04\2015.....i asked the service adviser if she the customer did not see the temp gage over heating "

*** 06/06/2018 07:07:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/06/2018 07:09:00 and created by Jerry Gossling ***
1: Rudy,
Remove the valve covers and the rocker assemblies. Next torque the head bolts down to 60 FT LBS and see if the head bolts will maintain the torque.
Thank you

*** 06/08/2018 09:50:43 ***
Web - Note created on 06/08/2018 09:50:43 and created by Rudy Ortiz
OK WE PULLED THE VALUE COVERS OFF AND TOP , TO GET TO THE HEAD BOLTS WHEN TORQUING BOLTS THEY FELT WEAK DID NOT TRY TO BREAK THEM .THE ONE TO THE RIGHT FELT WORSE , IT SMELLED BURNED HAD TO TORQUE THEM SLOWLY ON SOME DID NOT GO TO 60 LBS THEY GOT HARD CUSTOMER IS GETTING UPTIGHT WANTS TO CALL KIA .

*** Phone - Advice created on 06/08/2018 10:31:08 and created by Jerry Gossling ***

1: Rudy,
I tried to reach you by phone, but there was no answer. I need to know if the head bolts just spin when you attempt to torque them down.
Thankyou

*** 06/11/2018 09:03:24 ***
Web - Note created on 06/11/2018 09:03:24 and created by Rudy Ortiz
yes some bolts did , i tryed not to break them but some were tight to turn

*** Web - Advice created on 06/11/2018 09:55:33 and created by Jerry Gossling ***
1: Rudy,
Based off of your information the engine will need to be replaced.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the requested information. Thank you
2: Please complete, sign and attach the REVISED WRTY143 Core form to this case. Please add a note to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager to the case once the form has been attached. Thanks.

*** 06/12/2018 06:39:01 ***
945208.pdf added by Javier Gomez on 06/12/2018 06:39:01

*** Web - Advice created on 06/12/2018 07:27:32 and created by Jerry Gossling ***
1: Rudy,
I forgot to ask if this vehicle is still under drive train warranty?
Thank you

*** 06/13/2018 13:11:41 ***
Web - Note created on 06/13/2018 13:11:41 and created by Rudy Ortiz
YES IT DOES START DATE...MAY-27-2013.....WARRANTY EXPIRATION.....MAY-27-2023. ..... DO WE GET THE ENGINE COMING TO REPLACE IT !

*** 06/13/2018 13:54:38 ***
PWA Case 12757326 created by Jerry Gossling

*** Web - Advice created on 06/13/2018 13:54:53 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Case has been auto closed by the system on 07/14/2018 01:09:17 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,510

Prod Date: 03/26/2014 **Warranty Start Date:** 09/12/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: JERALD MILLER **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/07/2018 09:58:05 ***
Contact = JERALD MILLER, Priority = Standard, Sub Status = Dispatched

*** 06/07/2018 09:58:05 ***
Web - Problem Description created on 06/07/2018 09:58:05 and created by JERALD MILLER
vehicle running hot overheating

*** 06/07/2018 09:58:06 ***
Web - Diagnostics created on 06/07/2018 09:58:06 and created by JERALD MILLER
Head gasket blown may need block for known head bolts pulling threads will test head bolts when performing gasket repair

*** 06/07/2018 09:58:53 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 06/07/2018 10:00:12 and created by Eric Patterson ***
1: Thank you. Please attach a picture to the case of the affected head bolts if they are stripped..

A: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

B: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
C: We will need to measure the cylinder heads for warpage and see if they are within specs.

2: Please next time open a repair assistance case for this concern as we can now open the PWA case for the approval for you, PWA cases need closed within 5 days of opening. Thanks.

*** 06/08/2018 10:52:12 ***
Web - Note created on 06/08/2018 10:52:12 and created by JERALD MILLER

found two stripped head bolts on the front took pictures

*** 06/08/2018 10:52:15 ***
IMG_0195[1].JPG added by JERALD MILLER on 06/08/2018 10:52:13

*** Web - Advice created on 06/08/2018 11:21:07 and created by Eric Patterson ***
1: Thank you very much for the attachments to the case. Please let me know if the heads are warped using a strait edge and add the WRTY 143 for to the case.
2: Then I can approve this case for the engine replacement.

*** 06/11/2018 13:52:05 ***
Web - Note created on 06/11/2018 13:52:05 and created by JERALD MILLER
straight edge the heads no warped

*** 06/11/2018 13:55:17 ***
92505 WRTY143.pdf added by Brenda Trackwell on 06/11/2018 13:55:16

*** Web - Advice created on 06/11/2018 14:17:30 and created by Eric Patterson ***
1: Thank you for the information, I would advise the heads be sent out and pressure checked as well. Thank you for the PWA form attached.
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/11/2018 14:18:45 ***
PWA has been authorized by Eric Patterson

*** 06/11/2018 14:18:45 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 44,552

Prod Date: 10/10/2013 **Warranty Start Date:** 03/29/2014

Dealer/Contact Data:

Dealer: CA202 Folsom Lake Kia

Phone: 9163532121 **FAX:** 9168501568

Contact: Alejandro Esparza **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Engine oil # oil in coolant - Case for warranty authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Inter Cooler

Resolution: engine

Case History

*** 06/12/2018 14:57:29 ***
Contact = Brenden Paige, Priority = Standard, Sub Status = Dispatched

*** 06/12/2018 14:57:29 ***
Web - Problem Description created on 06/12/2018 14:47:25 and created by Brenden Paige
CUSTOMER STATES WEIRD SMELL COMING FROM CAR SUSPECTS RADIATOR

*** 06/12/2018 14:57:30 ***
Web - Diagnostics created on 06/12/2018 14:47:25 and created by Brenden Paige
UPON INSPECTION FOUND OIL SLUDGE IN RADIATOR

*** 06/12/2018 15:17:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/12/2018 15:19:37 and created by Frank Lusic ***
1: Hello Brendon
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on both banks, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 06/15/2018 15:47:00 ***
Web - Note created on 06/15/2018 15:47:00 and created by Alejandro Esparza
Vehicle got dispatched to me. Removed plenum, both valve covers, timing cover, timing chains, and camshafts. Performed torque test with torque wrench on head bolts and noticed #1 cylinder lower head bolts lower kept turning, won't tightened up.

*** Web - Advice created on 06/15/2018 15:49:13 and created by Frank Lusic ***
1: hello Alejandro
Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

2: the short block will need to be replaced but if the heads can be reused then we will
3: Based on the information that you have provided the engine will need to be replaced
Please refer to PS561

I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 06/15/2018 16:27:04 ***
Web - Note created on 06/15/2018 16:27:04 and created by Alejandro Esparza
Submitted WRTY143

*** 06/15/2018 16:27:05 ***
20180615_162514[1].jpg added by Alejandro Esparza on 06/15/2018 16:27:04

*** Web - Advice created on 06/15/2018 16:29:52 and created by Frank Lusic ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/15/2018 16:30:02 ***
PWA has been authorized by Frank Lusic

*** 06/15/2018 16:30:02 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,772

Prod Date: 04/04/2013 **Warranty Start Date:** 01/27/2014

Dealer/Contact Data:

Dealer: FL140 Sunshine Kia of Miami

Phone: 3052566410 **FAX:** 3052325013

Contact: Juan Antia **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: Unusual Noise - Engine #

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block

Case History

*** 06/13/2018 09:45:50 ***
Contact = Juan Antia, Priority = Standard, Sub Status = Dispatched

*** 06/13/2018 09:45:50 ***
Web - Problem Description created on 06/13/2018 09:27:50 and created by Juan Antia
C/s engine is making a clicking noise.

*** 06/13/2018 09:45:50 ***
Web - Diagnostics created on 06/13/2018 09:27:50 and created by Juan Antia
Performed inspection to find, noise coming from top and lower end of the engine. Oil level Ok, oil condition black and smell coolant. No external leaks o damage found. No sludge present. Compression coming out from coolant reservoir. Attached video.

*** 06/13/2018 09:46:32 ***
20180613_094025.mp4 added by Juan Antia on 06/13/2018 09:45:50

*** 06/13/2018 09:56:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/13/2018 09:59:40 and created by Jerry Gossling ***
1: Note,
Remove the serpentine belt and see if the noise still occurs. Have you listen for the noise with a stethoscope to see if this will help isolate the location of the noise?
Thank you

*** 06/13/2018 10:17:24 ***
Web - Note created on 06/13/2018 10:17:24 and created by Juan Antia
Cylinder head gasket burned. compression is coming out through coolant reservoir. without serpentine belt the noise is coming from cylinder head and short block area.

*** Web - Advice created on 06/13/2018 10:22:43 and created by Jerry Gossling ***
1: Note,
This sounds more like a transmission noise than an engine noise?
Provide a video of you performing a leak down test on the cylinder with the blown head gasket and make sure it includes the vin plate. Note have the radiator cap removed when performing the leak down test.
Thanks

*** Service Alert Escalated to CA as: 12757789 on 06/14/2018 01:06:21 (PST)

*** 06/18/2018 05:21:21 ***
Web - Note created on 06/18/2018 05:21:21 and created by Juan Antia
Attached video showing compression coming out from coolant reservoir, engine smoking and engine noise.

*** 06/18/2018 05:22:35 ***
20180618_050717.mp4 added by Juan Antia on 06/18/2018 05:21:22

*** Web - Advice created on 06/18/2018 08:00:15 and created by Jerry Gossling ***
1: Note,
Remove the valve covers and rocker arm assemblies. Next torque the head bolts down to 60 LB.
See if the head bolts will maintain the torque.
Thank you

*** 06/27/2018 14:47:52 ***
Web - Note created on 06/27/2018 14:47:51 and created by Juan Antia
Removed the valve cover, rocker arm and camshaft. Starting at the LH cylinder head, the bolt number 5 strip when applied the 60 LB. Attached video.

*** 06/27/2018 14:48:10 ***
20180627_144525.mp4 added by Juan Antia on 06/27/2018 14:47:52

*** Web - Advice created on 06/28/2018 04:55:25 and created by Jerry Gossling ***
1: Juan,
Based off of this information the engine will need to be replaced.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the requested information. Thank you

Please complete, sign and attach the REVISED WRTY143 Core form to this case. Please add a note to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager to the case once the form has been attached. Thanks.

*** 06/29/2018 05:59:32 ***
Web - Note created on 06/29/2018 05:59:31 and created by Juan Antia
Attached PWA form

*** 06/29/2018 05:59:33 ***
153027713802378929530 3.jpg added by Juan Antia on 06/29/2018 05:59:32

*** 06/29/2018 06:09:59 ***
PWA Case 12774811 created by Jerry Gossling

*** Web - Advice created on 06/29/2018 06:10:33 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Web - Advice created on 07/26/2018 10:53:04 and created by Jerry Gossling ***
1: Juan,
Please provide the status of this repair. If the repair is complete please close the case.
Thank you,

*** 07/28/2018 14:15:39 ***
Web - Note created on 07/28/2018 14:15:39 and created by Juan Antia
We got the cylinder heads today from machine shop.

*** Web - Advice created on 07/30/2018 05:16:33 and created by Jerry Gossling ***
1: Juan,
Thank you for the update. Please continue to keep the case up to date.
Thank you

*** 08/04/2018 10:45:06 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 95,344

Prod Date: 02/15/2013 **Warranty Start Date:** 03/20/2013

Dealer/Contact Data:

Dealer: NJ078 Difeo Kia

Phone: 7329947100 **FAX:** 7325346100

Contact: Christopher Schwab **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Duplicate - WEB Case # - 12756585 - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 06/18/2018 11:44:45 ***
Contact = Christopher Schwab, Priority = Standard, Sub Status = Dispatched

*** 06/18/2018 11:44:45 ***
Web - Problem Description created on 06/18/2018 11:44:45 and created by Christopher Schwab
Veh overheated multiple times

*** 06/18/2018 11:44:45 ***
Web - Diagnostics created on 06/18/2018 11:44:45 and created by Christopher Schwab
Found oil in coolant and stripped head bolt

*** 06/18/2018 11:44:46 ***
15293474490984118839 68.jpg added by Christopher Schwab on 06/18/2018 11:44:45

*** 06/18/2018 11:55:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 06/18/2018 11:57:37 and created by Eric Patterson ***
1: Thank you for opening the case. But now we are able to create the PWA cases for you. If you open a repair assistance case and the engine or transmission needs replaced we will open the case for you so you don't have to open 2 cases any longer.
This case will be closed. However Steve is waiting for the PWA 143 form to be added to the repair assistance case for the approval. Please add the form to case # 12756585
Again this case will be closed and next time you have an engine or trans repair assistance case, we will open and approve the case for you, Thanks James.

*** 06/18/2018 11:59:20 ***
PWA has been denied by Eric Patterson

*** 06/18/2018 11:59:20 ***
Case closed by Eric Patterson with Resolution Code : Duplicate Web Case
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,757

Prod Date: 04/23/2013 **Warranty Start Date:** 08/17/2013

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Aubrey Dawkins JR **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 06/20/2018 12:18:10 ***
Contact = Aubrey Dawkins, Priority = Standard, Sub Status = Dispatched

*** 06/20/2018 12:18:10 ***
Web - Problem Description created on 06/20/2018 12:18:10 and created by Aubrey Dawkins
coolant leak at bank 2, between head assy and engine block, near number 6 cylinder. note coolant in engine oil.

*** 06/20/2018 12:18:10 ***
Web - Diagnostics created on 06/20/2018 12:18:10 and created by Aubrey Dawkins
1) PRESSURE TEST COOLANT SYSTEM, AND FOUND LEAK BETWEEN HEAD AND ENGINE BLOCK, ON BANK 2, NEAR CYLINDER NUMBER 6. 2) PULLED ENGINE DIP STICK (HAS A TAN COLOR). 3)DRAIN ENGINE OIL(NOTE WE COOLANT IN ENGINE OIL). 4) REMOVE BANK 2, EXHAUST AND INTAKE CAMSHAFTS, TO CHECK HEAD BLOTS (NOTE CAN'T GET TO HEAD BOLTS WITH OUT REMOVING CAMSHAFTS). 5) CONFIRMED LOOSE HEAD BOLT AT CYLINDER NUMBER 6. 6) TRY TO REINSTALL, WILL NOT TIGHTEN (STRIPPED BLOCK).

*** 06/20/2018 12:43:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/20/2018 12:43:55 and created by Greg Phillips ***
1: It will need the engine for the stripped head bolt threads. But we need to verify proper maintenance first. Please remove the valve cover and attach one or two clear, well lit photos of the valve train to the case. IF you find sludge in the engine, then you will need to get the customer's service records. Attach at least one clear photo of any metal debris or damage that you find. If you have verified there has been no abuse or external impact, the engine is not used or from a junk yard, and the warranty is valid according to WEB DCS, you will also need to review warranty bulletin 2015-09 and attach the completed and signed WRTY 143 core data sheet to this case.

*** 06/20/2018 12:47:43 ***
20180620_153826.mp4 added by Aubrey Dawkins on 06/20/2018 12:46:22

*** 06/20/2018 12:49:13 ***

Web - Note created on 06/20/2018 12:49:13 and created by Aubrey Dawkins
Send video and Pwa form

*** 06/20/2018 13:06:57 ***
152952510969684999515 6.jpg added by Aubrey Dawkins on 06/20/2018 13:06:56

*** 06/20/2018 13:08:00 ***
1529525225301121672337 0.jpg added by Aubrey Dawkins on 06/20/2018 13:07:58

*** 06/20/2018 13:38:22 ***
Web - Note created on 06/20/2018 13:38:22 and created by Aubrey Dawkins
send picture valve train and pwa form

*** Web - Advice created on 06/20/2018 14:12:16 and created by Greg Phillips ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines.

*** 06/20/2018 14:12:26 ***
PWA has been authorized by Greg Phillips

*** 06/20/2018 14:12:26 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,119

Prod Date: 09/04/2013 **Warranty Start Date:** 10/22/2013

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: KRISTIAN MANZO **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Eng-Reman Engine Concern # P0366

Symptom: Warning Light On **DTC:**

System: Emission Control

Component: Cam Position Sensor (CMP)

Resolution: replaced pigtail connector

Case History

*** 06/23/2018 10:39:59 ***
Contact = KRISTIAN MANZO, Priority = Standard, Sub Status = Dispatched

*** 06/23/2018 10:39:59 ***
Web - Problem Description created on 06/23/2018 10:39:59 and created by KRISTIAN MANZO
vehiclew is overheating temp gage is fluctuating.

*** 06/23/2018 10:39:59 ***
Web - Diagnostics created on 06/23/2018 10:39:59 and created by KRISTIAN MANZO
performed a pressure test and found coolant seeping between cylinder head and block. found head bolts to spin freely unable to remove them.(stripped) we have encounter this problem before with the v6 sorentos. manager approved engine. new engine keeps throwing dtc p0366. replaced cam sensors with known good sensor and still come up same code. inspected 5v supply and ground and they are fine.

*** 06/23/2018 10:47:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/23/2018 10:48:43 and created by Brian Lall ***
1: Kristian, was a short block or long block replaced, and were any other components replaced with the engine? I checked the E-report and found a lot of other DTCs you did not mention and some show to be active. Is that a result of your testing?

*** 06/23/2018 13:49:47 ***
Web - Note created on 06/23/2018 13:49:47 and created by KRISTIAN MANZO
it was a long block since the head bolts would just spin in place they wouldnt come out. the other dtc was the barometric pressure? it was unplugged

*** Web - Advice created on 06/23/2018 13:56:14 and created by Brian Lall ***
1: Please graph the CMP and CKP signals with the engine running using the VMI and attach the graph to the case. Thanks.

*** Service Alert Escalated to CA as: 12768301 on 06/24/2018 01:02:49 (PST)

*** 06/25/2018 16:40:10 ***
Web - Note created on 06/25/2018 16:40:10 and created by KRISTIAN MANZO
the crank position cam position sensor does not show a graph just shows a straight line i replaced the cam sensor with known good sensor and the jumper cable that conects it to the harness aswell and still no wave form is shown. ive rechecked for ground and power i get 5v on power side and have a good ground. just no signal

*** 06/25/2018 16:41:15 ***
Web - Note created on 06/25/2018 16:41:15 and created by KRISTIAN MANZO
the cam position sensor*

*** Web - Advice created on 06/26/2018 07:56:40 and created by Brian Lall ***
1: With the KOEO and the CMP connector unplugged note the voltage on all 3 terminals. Then with the Ignition off unplug the C500-B connector from the PCM and check the resistance to ground on pin 1 of the CMP sensor connector with it unplugged as well. Thanks.
2: Please remove the cam sensor and have someone crank the engine and watch the tone wheel and make sure it is turning as designed.

*** 06/26/2018 13:51:30 ***
Web - Note created on 06/26/2018 13:51:30 and created by KRISTIAN MANZO
update on this vehicle found signal whire to have been backed out of pin. replaced connection with pigtail and vehicle is operating as design thanks.

*** Web - Advice created on 06/27/2018 04:51:36 and created by Brian Lall ***
1: Good job! Since the vehicle is now working as designed, I am closing the case. Thanks.

*** 06/27/2018 04:52:46 ***
Case closed by Brian Lall with Resolution Code : Elec Connection Poor
[Resolution Summary]
replaced pigtail connector

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,174

Prod Date: 09/11/2013 **Warranty Start Date:** 11/02/2013

Dealer/Contact Data:

Dealer: AZ045 Earnhardt Kia

Phone: 6023465400 **FAX:** 6023465410

Contact: Stetson Watts **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # leaking from head gasket

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: replaced short block

Case History

*** 06/27/2018 08:06:05 ***
Contact = Stetson Watts, Priority = Standard, Sub Status = Dispatched

*** 06/27/2018 08:06:05 ***
Web - Problem Description created on 06/27/2018 08:06:05 and created by Stetson Watts
VEHICLE OVER HEATED

*** 06/27/2018 08:06:05 ***
Web - Diagnostics created on 06/27/2018 08:06:05 and created by Stetson Watts
VEHICLE CAME IN OVER HEATED. ADDED COOLANT DIE TO THE COOLING SYSTEM AND PRESSURE TESTED SYSTEM. FOUND COOLANT TO BE LEAKING OUT OF LEFT FRONT HEAD AND BLOCK MATING SURFACE. REMOVED ENGINE AND BOTH HEADS. WHILE REMOVING HEAD BOLTS FOUND FRONT CORNER HEAD BOLT TO HAVE PULLED THREADS OUT OF BLOCK. CONTACTED MACHINE SHOP CAME OUT AND LOOKED AT BLOCK AND ADVISED THAT THERE IS NOT ENOUGH ROOM TO RE TAP BLOCK BOLT HOLE.

*** 06/27/2018 08:08:03 ***
1530111677772-2033326196.jpg added by Stetson Watts on 06/27/2018 08:08:01

*** 06/27/2018 08:08:06 ***
1530111720291-6233258.jpg added by Stetson Watts on 06/27/2018 08:08:03

*** 06/27/2018 08:11:21 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/27/2018 08:12:12 and created by Brian Lall ***
1: Thanks for letting me know what you found. Based on the information you provided, my recommendation is to replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. Techline can now create a PWA case automatically from the repair assistance case once all information is provided, so you do not need to do it. Please attach the WRTY 143 PWA form to this case. Thanks.

*** Phone - Advice created on 06/27/2018 08:15:01 and created by Brian Lall ***
1: Stetson called and I advised of the previous notes. He is going to attach the PWA form but wanted to know if we are going to replace the long block or short block. I advised the long block is preferred but it depends on parts availability.

*** 06/27/2018 08:23:59 ***
Web - Note created on 06/27/2018 08:23:59 and created by Stetson Watts
Attached pwa form

*** 06/27/2018 08:24:01 ***
15301126814577035059 69.jpg added by Stetson Watts on 06/27/2018 08:23:59

*** 06/27/2018 09:25:44 ***
PWA Case 12772269 created by Brian Lall

*** Web - Advice created on 06/27/2018 09:26:46 and created by Brian Lall ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
If you no longer need any assistance, please close this case and take the technician survey. Thanks.

*** Service Alert Escalated to CA as: 12773076 on 06/28/2018 01:04:39 (PST)

*** 07/05/2018 09:45:56 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,545

Prod Date: 05/16/2014 **Warranty Start Date:** 09/16/2014

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Mark Novak **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # overheating and engine noise - Case for

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/27/2018 09:02:03 ***
Contact = Mark Novak, Priority = Standard, Sub Status = Dispatched

*** 06/27/2018 09:02:03 ***
Web - Problem Description created on 06/27/2018 09:02:03 and created by Mark Novak
customer stated over heated and stalled, towed in.

*** 06/27/2018 09:02:03 ***
Web - Diagnostics created on 06/27/2018 09:02:03 and created by Mark Novak
I went out starts and runs, engine sounds loud , Chain clatter,, no anti freeze in motor coolant in oil., visible head gasket leak, really bad. will send pictures

*** 06/27/2018 09:07:13 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 06/27/2018 09:08:12 and created by Brian Lall ***
1: Thanks for letting me know what you found. I know you are going to attach pictures of the coolant leak from the head gasket but did you find any other leaks or causes for the overheating concern?

*** 06/27/2018 09:15:00 ***
1530115915661-726056915.jpg added by Mark Novak on 06/27/2018 09:14:59

*** 06/27/2018 09:15:01 ***
1530115950045-1153457485.jpg added by Mark Novak on 06/27/2018 09:15:00

*** 06/27/2018 09:15:02 ***
153011596905913100599 26.jpg added by Mark Novak on 06/27/2018 09:15:01

*** 06/27/2018 09:15:03 ***
153011600203219426190 93.jpg added by Mark Novak on 06/27/2018 09:15:02

*** 06/27/2018 09:15:04 ***
153011604052410582811 99.jpg added by Mark Novak on 06/27/2018 09:15:03

*** 06/27/2018 09:18:01 ***
Web - Note created on 06/27/2018 09:18:01 and created by Mark Novak
Here's some pics,I don't think will now how much damage until it's apart, should I just do a pwa for a short block ad send heads out?

*** 06/27/2018 09:18:02 ***
153011610754220938 2227.jpg added by Mark Novak on 06/27/2018 09:18:01

*** 06/27/2018 09:19:00 ***
Web - Note created on 06/27/2018 09:19:00 and created by Mark Novak
I would suspect the head lost all anti freeze, fan work with kds

*** Web - Advice created on 06/27/2018 09:45:08 and created by Brian Lall ***
1: Thanks for the pictures. Based on the information you provided, my recommendation is to replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. Techline can now create a PWA case automatically from the repair assistance case once all information is provided, so you do not need to do it. Please attach the WRTY 143 PWA form to this case. Thanks.

*** 06/27/2018 10:43:56 ***
153012133727717188626 98.jpg added by Mark Novak on 06/27/2018 10:43:54

*** 06/27/2018 10:43:59 ***
153012138644516150050 2.jpg added by Mark Novak on 06/27/2018 10:43:56

*** 06/27/2018 10:44:42 ***
Web - Note created on 06/27/2018 10:44:42 and created by Mark Novak
143 added,could I get a copy of the PWA?

*** 06/27/2018 10:47:11 ***
PWA Case created for RA Case 12772237 by Brian Lall

*** Web - Advice created on 06/27/2018 10:48:00 and created by Brian Lall ***
1: I have created this PWA case, you will need to respond to the notification e-mail that you got when it was created. You will need to determine if the warranty is valid. Once you do that the case will be closed and approved if it is valid, if you cannot validate the warranty the case will be closed and denied. Thanks.

*** 06/27/2018 11:03:19 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,934

Prod Date: 02/18/2014 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: PA011 Savage Kia

Phone: 6106780650 **FAX:** 6108988484

Contact: Russ Livenspire **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 07/02/2018 11:43:57 ***
Contact = Russ Livenspire, Priority = Standard, Sub Status = Dispatched

*** 07/02/2018 11:43:57 ***
Web - Problem Description created on 07/02/2018 11:41:58 and created by Russ Livenspire
vehicle is over heating

*** 07/02/2018 11:43:57 ***
Web - Diagnostics created on 07/02/2018 11:41:58 and created by Russ Livenspire
found left head gasket leaking internally and externally. both head bolts between cylinders 2&4 are stripped in the block. head is also warped. requesting a long block

*** 07/02/2018 12:01:58 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/02/2018 12:03:33 and created by Jerry Gossling ***
1: Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case and once this has been completed please update the case indicating the picture is available for review. Thank you

*** 07/02/2018 12:45:41 ***
Web - Note created on 07/02/2018 12:45:40 and created by Russ Livenspire
updated photo

*** 07/02/2018 12:45:42 ***
IMG_20180702_153728867.jpg added by Russ Livenspire on 07/02/2018 12:45:41

*** Web - Advice created on 07/02/2018 13:16:22 and created by Jerry Gossling ***
1: Russ,
Thank you for the picture.
Please check for any indication of the vehicle being in an accident.

Use the KDS and actuate the cooling fan on high & low speed to ensure its functioning correctly.
Thank you

*** 07/02/2018 13:34:39 ***
Web - Note created on 07/02/2018 13:34:38 and created by Russ Livenspire
no reported accident on car facts

*** Web - Advice created on 07/02/2018 13:52:06 and created by Jerry Gossling ***
1: Russ,
Did you check to see if the cooling fan would function correctly when actuated?
Thank you

*** 07/02/2018 14:11:12 ***
Web - Note created on 07/02/2018 14:11:12 and created by Russ Livenspire
cooling fan is function as designed

*** Web - Advice created on 07/03/2018 04:36:54 and created by Jerry Gossling ***
1: Russ,
Thank you for the information.

Please complete, sign and attach the REVISED WRTY143 Core form to this case. Please add a note to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager to the case once the form has been attached.
Thanks.

*** 07/03/2018 06:46:55 ***
Web - Note created on 07/03/2018 06:46:54 and created by Russ Livenspire
updated case thanks

*** 07/03/2018 06:46:55 ***
IMG_0001.pdf added by Russ Livenspire on 07/03/2018 06:46:55

*** 07/03/2018 06:52:02 ***
Web - Note created on 07/03/2018 06:52:02 and created by Russ Livenspire
updated

*** 07/03/2018 06:52:03 ***
IMG_0002.pdf added by Russ Livenspire on 07/03/2018 06:52:02

*** Web - Advice created on 07/03/2018 06:58:25 and created by Jerry Gossling ***
1: Russ,
The PWA form is missing the date at the bottom of the form. Please add the date so we can proceed with the case.
Thank you

*** 07/03/2018 08:01:06 ***
Web - Note created on 07/03/2018 08:01:06 and created by Russ Livenspire
UPDATED SORRY

*** 07/03/2018 08:01:06 ***
IMG_0003.pdf added by Russ Livenspire on 07/03/2018 08:01:06

*** Web - Advice created on 07/03/2018 09:08:12 and created by Jerry Gossling ***
1: Russ,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
Thank you

*** 07/03/2018 09:08:43 ***
PWA has been authorized by Jerry Gossling

*** 07/03/2018 09:08:43 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,235

Prod Date: 10/05/2013 **Warranty Start Date:** 01/25/2014

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: John Hale **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: MIL - PCM # P0014

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: remove & replace engine

Case History

*** 07/03/2018 06:34:16 ***
Contact = John Hale, Priority = Standard, Sub Status = Dispatched

*** 07/03/2018 06:34:16 ***
Web - Problem Description created on 07/03/2018 06:34:16 and created by John Hale
CUST STATES MIL ON

*** 07/03/2018 06:34:16 ***
Web - Diagnostics created on 07/03/2018 06:34:16 and created by John Hale
PULLED CODE P0014, 10.2 OHMS ON OCV. ALL RELATED CONNECTORS ARE UNDAMAGED AND MAKING GOOD CONTACT.

*** 07/03/2018 07:08:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 07/03/2018 07:17:10 and created by Mike Ozonur ***
1: remove the OCV and see if there is any metal shavings present,

*** 07/03/2018 11:45:39 ***
Web - Note created on 07/03/2018 11:45:39 and created by John Hale
no shavings and ocv bench checks good

*** Web - Advice created on 07/03/2018 13:39:02 and created by Mike Ozonur ***
1: Check the timing,
check the CVVT operation, take a flight recording of the cam actual and desired values, thanks

*** 07/05/2018 12:40:37 ***
Web - Note created on 07/05/2018 12:40:37 and created by Robert Humphries
Attach tech KDS screenshots

*** 07/05/2018 12:40:38 ***
20180705_134949.jpg added by Robert Humphries on 07/05/2018 12:40:37

*** 07/05/2018 12:40:38 ***
20180705_135850.jpg added by Robert Humphries on 07/05/2018 12:40:38

*** 07/05/2018 12:40:39 ***
20180705_140157.jpg added by Robert Humphries on 07/05/2018 12:40:38

*** Web - Advice created on 07/05/2018 14:29:25 and created by Mike Ozonur ***
1: Check the timing, if OK replace the CVVT and retest

*** 07/11/2018 07:21:20 ***
20180711_091130.jpg added by Robert Humphries on 07/11/2018 07:21:19

*** Phone - Advice created on 07/11/2018 08:03:20 and created by Mike Ozonur ***
1: Tech called in and states that the CVVT and the camshaft mounting surface has excessive play, advised tech to replace the camshaft as well as the CVVT as necessary and retest.

*** Web - Advice created on 07/12/2018 14:51:38 and created by Mike Ozonur ***
1: Tech called in and states that the cylinder head bolt stripped and turns freely
2: Advised tech to provide picture of the head bolt to case

*** 07/12/2018 15:00:23 ***
20180712_165515.jpg added by Robert Humphries on 07/12/2018 15:00:23

*** Web - Advice created on 07/12/2018 15:03:06 and created by Mike Ozonur ***
1: Hi John I can not see clearly what it is in the picture, please resubmit thanks

*** 07/13/2018 05:24:18 ***
20180712_212729.jpg added by Robert Humphries on 07/13/2018 05:24:18

*** 07/13/2018 07:32:54 ***
Web - Note created on 07/13/2018 07:32:54 and created by Robert Humphries
Attached photo

*** Web - Advice created on 07/13/2018 08:59:35 and created by Mike Ozonur ***
1: called tech
Tech states that there is heavy carbon build up on the valve tech is removing the cylinder head to send to machine shop tech found head bolt to be seized and will not come off, he tried several times head bolt stripped, unable to remove,
Advised tech to provide picture of the valves and picture of the cam caps and cam journals

*** 07/13/2018 11:32:09 ***
Web - Note created on 07/13/2018 11:32:09 and created by Robert Humphries
Attach valve and cam bearing cap photos

*** 07/13/2018 11:32:09 ***
20180705_102846.jpg added by Robert Humphries on 07/13/2018 11:32:09

*** 07/13/2018 11:32:09 ***
20180713_120718.jpg added by Robert Humphries on 07/13/2018 11:32:09

*** Web - Advice created on 07/13/2018 11:43:26 and created by Mike Ozonur ***
1: called tech
tech states the cam journals and caps are scored and contaminated with metal shavings.
Advised tech to complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached.

*** 07/13/2018 12:17:47 ***

Web - Note created on 07/13/2018 12:17:47 and created by Robert Humphries
Attach core data form. We need separate PWA case?

*** 07/13/2018 12:17:48 ***
WRTY143 RO220022.pdf added by Robert Humphries on 07/13/2018 12:17:47

*** 07/13/2018 14:25:47 ***
PWA Case 12790531 created by Greg Phillips

*** Web - Advice created on 07/13/2018 14:26:40 and created by Greg Phillips ***
1: Spoke with Tech. I have generated a PWA case, 12790531, for you. Please validate the vehicle warranty, in the new PWA case, so the PWA can be approved. Then please close this case and fill out the survey.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/13/2018 14:28:48 ***
Assigned to WIPBin Default of Mike Ozonur by Greg Phillips
Reason:

*** 07/18/2018 11:35:23 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: remove & replace engine

*** Service Alert Escalated to CA as: 12793172 on 07/19/2018 01:06:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,803

Prod Date: 03/18/2014 **Warranty Start Date:** 04/05/2014

Dealer/Contact Data:

Dealer: NJ074 Bridgewater Kia

Phone: 7324694500 **FAX:** 7324699486

Contact: Bob Dempsey **Contact Title:** Parts and Service Manager **Service District:** EA06

Case Details:

Case Title: Engine Mechanical # block threads damaged - Case for Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 07/03/2018 10:10:12 ***
Contact = Bob Dempsey, Priority = Standard, Sub Status = Dispatched

*** 07/03/2018 10:10:12 ***
Web - Problem Description created on 07/03/2018 10:10:12 and created by Bob Dempsey
Head gasket is leaking coolant

*** 07/03/2018 10:10:12 ***
Web - Diagnostics created on 07/03/2018 10:10:12 and created by Bob Dempsey
Removed heads to replace head gaskets.
While torqueing head gasket the threads in the cylinder block pulled out of the block. I presume this is why the gasket failed to begin with.
The threads pulled out on the initial pass of the torque sequence.
I presume we will need to replace the short block.

*** 07/03/2018 10:11:17 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/03/2018 10:11:37 and created by Brian Lall ***
1: Bob, thanks for letting me know what you found. If you can see any damage such as threads that came out of the block on the head bolts take pictures of it and attach them to the case for documentation. Please also attach the WRTY 143 form to the case and make sure it is filled out as per PS 561. Thanks.

*** 07/03/2018 11:57:01 ***
Web - Note created on 07/03/2018 11:57:01 and created by Bob Dempsey
Picture and core form attached

*** 07/03/2018 11:57:02 ***
IMG_0411.JPG added by Bob Dempsey on 07/03/2018 11:57:01

*** 07/03/2018 11:57:03 ***
schrober.pdf added by Bob Dempsey on 07/03/2018 11:57:03

*** 07/03/2018 13:05:58 ***
PWA Case created for RA Case 12778595 by Brian Lall

*** Web - Advice created on 07/03/2018 13:06:07 and created by Brian Lall ***
1: I have created this PWA case, you will need to respond to the notification e-mail that you got when it was created. You will need to determine if the warranty is valid. Once you do that the case will be closed and approved if it is valid, if you cannot validate the warranty the case will be closed and denied. Thanks.

*** 07/05/2018 04:27:50 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,098

Prod Date: 05/24/2013 **Warranty Start Date:** 09/18/2013

Dealer/Contact Data:

Dealer: FL139 Kia of Tallahassee

Phone: 8505762116 **FAX:** 8505744331

Contact: Michael Lamb **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Engine Mechanical # - Case for Warranty Authorization

Symptom: Engine Stalling (General) **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 07/03/2018 08:24:26 ***
Contact = Michael Lamb, Priority = Standard, Sub Status = Dispatched

*** 07/03/2018 08:24:26 ***
Web - Problem Description created on 07/03/2018 08:23:15 and created by Michael Lamb
Customer states fluid leaking inspect and advise.

*** 07/03/2018 08:24:26 ***
Web - Diagnostics created on 07/03/2018 08:23:15 and created by Michael Lamb
This vehicle has been techlined before. Discovered the head gaskets blown. Got approval to replace the head gaskets. Removed heads and sent them to a machine shop for them to be checked out. Received the heads back and started the process of putting the engine back together. Put down the RTV, put the head gasket down and placed the head on the block. Put the new bolts in and hand tightened them down to where I would start the torquing process. It occured to me I didn't place the RTV on the top of the head gasket before placing the head on. Removing the bolts, that were never torqued down, thread came out with three of the bolts. When I removed the heads, I noticed that the center bolts were loose, the bolts closest to the timing cover were tight, and the bolts closest to the trans were semi tight.

*** 07/03/2018 08:25:40 ***
Web - Note created on 07/03/2018 08:25:40 and created by Michael Lamb
So now at this point, what needs to be done?

*** 07/03/2018 08:29:55 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 07/03/2018 08:35:09 and created by Eric Patterson ***
1: Please make sure the vehicle is in warranty for Powertrain Repairs. Please click on the validate warranty coverage box in this case. Check with your Service Writer or Manager to verify and validate the coverage.

A: Please add a short video showing the vin plate and the head bolts with the threads on them.
B: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. The form must be filled

out (all available sections) and signed and dated by the Service Manager and The Technician. Please see PS561 for the required fields that need filled out before attaching the form to the case, Thank you.

*** 07/03/2018 08:40:27 ***
Web - Note created on 07/03/2018 08:40:27 and created by Michael Lamb
Also, no threads came out with the old bolts.

*** 07/03/2018 08:41:39 ***
Web - Note created on 07/03/2018 08:41:39 and created by Michael Lamb
We did the last name of the owner is dirickson. They purchased this vehicle new from here and has always been serviced here.

*** Web - Advice created on 07/03/2018 09:45:34 and created by Eric Patterson ***
1: Thank you. Please add a video of the damaged block and the vin plate. I need something in the case showing the issue.

*** 07/03/2018 12:13:26 ***
20180703_095533.mp4 added by Michael Lamb on 07/03/2018 12:12:54

*** 07/03/2018 12:14:46 ***
1530645215913151604961 5.jpg added by Michael Lamb on 07/03/2018 12:14:45

*** 07/03/2018 12:16:16 ***
Web - Note created on 07/03/2018 12:16:16 and created by Michael Lamb
I thought I had sent the video. Sorry, uploaded video and PWA 143 form picture.

*** Web - Advice created on 07/03/2018 12:42:58 and created by Mike Ozonur ***
1: Tech called in and sates that he has attached the video and the core form, and awaiting for a response and tech also states that the short block is not available as of right now so the long block has to be replaced Advised tech that the agent will review the case and will respond promptly

*** Service Alert Escalated to CA as: 12779505 on 07/04/2018 01:06:17 (PST)

*** 07/05/2018 07:54:47 ***
Web - Note created on 07/05/2018 07:54:47 and created by Michael Lamb
Have you reviewed the video and Form 143?

*** 07/05/2018 08:50:31 ***
PWA Case created for RA Case 12778385 by Eric Patterson

*** Web - Advice created on 07/05/2018 08:50:46 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/05/2018 11:53:19 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,360

Prod Date: 01/30/2014 **Warranty Start Date:** 03/17/2014

Dealer/Contact Data:

Dealer: IA012 Smart Kia of Davenport

Phone: 5634479547 **FAX:** 5633882966

Contact: Patrick Keller **Contact Title:** Dual Technician **Service District:** CE01

Case Details:

Case Title: MIL - PCM # - P0305 - Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 07/09/2018 10:24:04 ***
Contact = Patrick Keller, Priority = Standard, Sub Status = Dispatched

*** 07/09/2018 10:24:04 ***
Web - Problem Description created on 07/09/2018 10:24:04 and created by Patrick Keller
tech scanned for codes and has p0304 misfire.

*** 07/09/2018 10:24:04 ***
Web - Diagnostics created on 07/09/2018 10:24:04 and created by Patrick Keller
tech scanned for codes and p0304 misfire on 4 cyl. tech checked ign coil for cyl4 and all ok, tech then checked spark plug for that cyl and it is ok. while tech was letting car run he saw bottle going into overflow bottle. tech perform leak down test and found air bottle going into overflow bottle. tech only leak down tested number 4 cyl. so if im right i have bad headgasket on that bank?

*** 07/09/2018 10:25:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 07/09/2018 10:25:55 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please.

*** 07/09/2018 10:51:53 ***
Web - Note created on 07/09/2018 10:51:53 and created by Patrick Keller
I can't perform block test because coolant is getting pushed up to neck by compression. I did find oil in the cooling system and I took some pic of the radiator neck.

*** 07/09/2018 10:51:54 ***
20180709_123707.jpg added by Patrick Keller on 07/09/2018 10:51:53

*** 07/09/2018 10:51:55 ***
20180709_124654.jpg added by Patrick Keller on 07/09/2018 10:51:54

*** 07/09/2018 11:10:30 ***
Web - Note created on 07/09/2018 11:10:30 and created by Patrick Keller
I also look over any outside leaks and no leaks found

*** Web - Advice created on 07/09/2018 13:05:21 and created by Eric Patterson ***
1: Thank you for the additional information.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: Then We will need to measure the cylinder heads for warpage and see if they are within specs.

*** Web - Advice created on 07/09/2018 13:06:38 and created by Eric Patterson ***
1: . We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

*** 07/11/2018 09:19:40 ***
Web - Note created on 07/11/2018 09:19:40 and created by Patrick Keller
TECH R&R ENGINE NO METAL IN OCV'S AND WHEN TECH WENT TO CHECK TORGUE ON HEAD BOLTS HE FOUND THE 4 HEAD BOLTS ON THAT CYL WONT TIGHTEN DOWN. STRIPPED. NOW WHAT DO YOU WANT ME TO CHECK OR DO?

*** Web - Advice created on 07/11/2018 09:24:52 and created by Eric Patterson ***
1: We will need to measure the cylinder heads for warpage and see if they are within specs.
2: The engine will need replaced. If the heads are warped they will need replaced. If they are within specs after the inspection with the strait edge please replaced the block with a reman block and send the heads out for inspection. Or if there is a long block available please use the long block reman engine.
3: Please let me know the results of the heads and please attach pictures of the stripped head bolts and the WRTY 143 form to the case.Once the PWA form is added I WILL CREATE THE PWA CASE AND APPROVE IT FOR YOU. . Please do not open a PWA case on your own…

*** 07/11/2018 11:02:24 ***
Web - Note created on 07/11/2018 11:02:24 and created by Patrick Keller
I did straight edge check of the cly head and the cylinder was at .002 and with .0025 it won't fit and .005 still no fit. So if I'm right the cyl head should be ok. Will just need check at machine shop. Correct and sent pic of head bolt and form

*** 07/11/2018 11:02:25 ***
20180711_125313.jpg added by Patrick Keller on 07/11/2018 11:02:24

*** 07/11/2018 11:02:27 ***
20180711_125257.jpg added by Patrick Keller on 07/11/2018 11:02:26

*** 07/11/2018 12:03:31 ***
PWA Case created for RA Case 12783765 by Eric Patterson

*** 07/11/2018 12:08:07 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,533

Prod Date: 11/25/2013 **Warranty Start Date:** 02/22/2014

Dealer/Contact Data:

Dealer: CA259 Rally Kia

Phone: 6612747200 **FAX:** 6612661497

Contact: MICHAEL SOJICO **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced long block motor

Case History

*** 07/14/2018 10:00:36 ***
Contact = MICHAEL SOJICO, Priority = Standard, Sub Status = Dispatched

*** 07/14/2018 10:00:37 ***
Web - Problem Description created on 07/14/2018 09:51:00 and created by MICHAEL SOJICO
CUSTOMER STATES VEHICLE IS OVER HEATING CHECK AND ADVISE.
REPAIR/DIAGNOTIC STEPS CONTINUED HERE CAUSE I RAN OUT OF ROOM-FOUND CRACK IN ONE OF THE HEADS AND THREADS STRIPPED OUT OF BLOCK ON ONE OF THE HEAD BOLTS, DURING REMOVAL OF ONE OF THE CYLINDER HEADS NOTICED 4 OF THE HEAD BOLTS WERE VERY LOOSE AND ONE OF THE BOLTS WERE SUPER TIGHT, I TOOK PICTURES WITH MY SERVICE MANAGER AND WILL ATTACH THEM TO THIS CASE, IS THE ENGINE BLOCK REPAIRABLE WITH HEAD BOLT THREAD REPAIR AND IF SO IS THERE A TIME SERT KIT, LEFT CYLINDER HEAD NEEDS REPLACEMENT DUE TO CRACK AND OTHER CYLINDER HEAD NEEDS TO BE SENT OUT TO MACHINE SHOP FOR LEAK INSPECTION AND STRAIGHTNESS, I CAN CHECK THE BLOCK WITH STRAIGHT EDGE FOR STRAIGHTNESS AND IF NEEDED SENT OUT FOR DECKING

*** 07/14/2018 10:00:37 ***
Web - Diagnostics created on 07/14/2018 09:51:00 and created by MICHAEL SOJICO
FOUND RADIATOR LOW ON COOLANT-SEEEMED EMPTY, ADDED COOLANT AND PERFORMED BLEED PROCEDURE THEN TEST DROVE VEHICLE ON CITY STREETS AND FREEWAY, DURING TEST DRIVE VEHICLE TEMPERATURE NEEDLE NEVER MOVED AND VEHICLE DIDNT RUN HOT, SEEMS OK, AFTER COMING BACK NOTICED BOTH RADIATOR HOSES WERE HARD AND COOLANT BUBBLING OUT INTO THE COOLANT RESERVOIR, THERMOSTAT SEEMS TO BE OPEN, BOTH HOSES WERE WARM, UPPER WAS HOT AND LOWER WAS WARM, LEFT VEHICLE COOL DOWN AND CHECKED RADIATOR CAP, FOUND CAP OK AND HOLDING AT 25.0 PSI AND FOUND RADIATOR LOW ON COOLANT AGAIN, TOPPED OFF RADIATOR AND REINSTALLED RADIATOR CAP AND TEST DROVE AGAIN TO SEE IF IT WAS JUST AN AIR POCKET, DURING TEST DRIVE THIS TIME WHEN AT A LIGHT OR STOP TEMPERATURE NEEDLE WOULD RISE A BIT AND WHEN I STARTED DRIVING AGAIN NEEDLE WOULD DROP BACK DOWN TO WHERE IT WAS AND COOL BACK DOWN, WHEN BACK IN MY STALL NOTICED BOTH HOSES WERE HARD AGAIN AND COOLANT WAS BUBBLING AGAIN INTO THE RESERVOIR, NO EXTERNAL LEAKS FOUND, REMOVED BOTH HEAD

*** 07/14/2018 10:00:38 ***
20180714_093635[1].jpg added by MICHAEL SOJICO on 07/14/2018 10:00:37

*** 07/14/2018 10:00:39 ***
20180714_093725[1].jpg added by MICHAEL SOJICO on 07/14/2018 10:00:38

*** 07/14/2018 10:06:07 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 07/14/2018 10:08:26 and created by Jay Jurado ***
1: Currently there is no approved thread repair kit available. Based on your information, recommend engine replacement at this time
Please attach a completed WRTY 143 form for authorization.

*** Web - Advice created on 07/24/2018 06:36:08 and created by Rob Levy ***
1: Please attach a completed WRTY 143 form for authorization.

*** 08/09/2018 15:50:15 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced long block motor assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 68,093

Prod Date: 09/04/2013 **Warranty Start Date:** 06/17/2014

Dealer/Contact Data:

Dealer: KY011 Car Town Kia, USA

Phone: 8598874737 **FAX:** 8598874919

Contact: Mark Rayburn **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: opened pwa

Case History

*** 07/19/2018 14:54:05 ***
Contact = Mark Rayburn, Priority = Standard, Sub Status = Dispatched

*** 07/19/2018 14:54:05 ***
Web - Problem Description created on 07/19/2018 14:54:05 and created by Mark Rayburn
Vehicle is running hot and will blow coolant back out of resevoir jug and steam comes from radiator cap. No MIL on and codes in History

*** 07/19/2018 14:54:05 ***
Web - Diagnostics created on 07/19/2018 14:54:05 and created by Mark Rayburn
Topped off Radiator and taken about 1/2 gallon and test drove for 3 miles and vehicle didn't run hot but found coolant coming out of jug and radiator cap. Replaced cap with know good and drove vehicle 5 miles and when accelerating Temp Gauge will get mark before HOT gauge and when at idles temp comes down below 1/2 mark

*** 07/19/2018 15:25:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 07/19/2018 15:26:36 and created by Jay Jurado ***
1: Please perform an engine block test and update the case with your results.

*** Service Alert Escalated to CA as: 12798569 on 07/20/2018 01:05:01 (PST)

*** 07/24/2018 06:05:43 ***
Web - Note created on 07/24/2018 06:05:43 and created by Mark Rayburn
Removed back head assy and found head bolts loose and threads come out with bolts

*** Web - Advice created on 07/24/2018 08:37:02 and created by Jay Jurado ***
1: Based on your information, recommend engine replacement at this time. Please attach a completed WRTY 143 form for

authorization.

*** Web - Advice created on 08/03/2018 16:10:50 and created by Jay Jurado ***
1: Any update on this vehicle?

*** 08/16/2018 05:46:57 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: opened pwa

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,617

Prod Date: 10/06/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:** 3037618943

Contact: Hector Delgado **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/20/2018 07:01:49 ***
Contact = Hector Delgado, Priority = Standard, Sub Status = Dispatched

*** 07/20/2018 07:01:49 ***
Web - Problem Description created on 07/20/2018 06:42:11 and created by Hector Delgado
CUSTOMER STATES
THAT VEHICLE HAS OVERHEATED MULTIPLE TIMES
AND ON HER 20 MINUTE RIDE HERE.
VEHICLE HAS BEEN TO MULTIPLE SHOPS AND
THEY HAVE REPLACED THERMOSTAT,RADIATOR CAP,
AND FLUSHED COOLANT .

*** 07/20/2018 07:01:49 ***
Web - Diagnostics created on 07/20/2018 06:42:11 and created by Hector Delgado
CHECK AND FOUND COOLANT LOW 1 GALLON
ADD COOLANT AND BLEEDED COOLING SYSTEM
AND INSTALLED KIA RADIATOR CAP.
TEST DRIVE VEHICLE FOR 15 MILES AND NO INCIDENT AT THAT TIME.
LET THE VEHICLE COOL AND RE TESTED AND VEHICLE OVERHEATED.
CUSTOMER APPROVED TEAR DOWN ,AND FOUND THAT THE
RIGHT SIDE HEAD BOLTS LOOSE AND THE THREADS CAME OUT WITH THE BOLTS

*** 07/20/2018 07:02:18 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/20/2018 07:04:43 and created by Frank Lusic ***
1: Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** 07/20/2018 07:08:48 ***

153209565248511331519 11.jpg added by Hector Delgado on 07/20/2018 07:08:47

*** Web - Advice created on 07/20/2018 07:24:36 and created by Frank Lusic ***
1: Thank you , please check the heads to see if they also need to be replace along with the block

*** 07/20/2018 13:29:37 ***
Web - Note created on 07/20/2018 13:29:37 and created by Hector Delgado
the flatness of the cyl head surface is at .010

*** Web - Advice created on 07/20/2018 14:03:30 and created by Frank Lusic ***
1: Both heads will need to be replaced too

Based on the information that you have provided the engine will need to be replaced
DO NOT OPEN A PWA CASE

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please refer to PS561
Please add a case note so I will be made aware that the form is there, Thank you

*** 07/20/2018 15:05:31 ***
153212422785719482458 48.jpg added by Hector Delgado on 07/20/2018 15:05:29

*** Service Alert Escalated to CA as: 12800088 on 07/21/2018 01:04:49 (PST)

*** Web - Advice created on 07/23/2018 06:24:08 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/23/2018 06:24:35 ***
PWA Case created for RA Case 12798714 by Frank Lusic

*** 07/23/2018 13:55:39 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/23/2018 13:55:39 ***
Web - Note created on 07/23/2018 13:55:39 and created by Hector Delgado
yes valid warranty

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,275

Prod Date: 03/22/2013 **Warranty Start Date:** 04/22/2013

Dealer/Contact Data:

Dealer: GA098 Sons Kia

Phone: 6787832299 **FAX:** 6787832194

Contact: Trevor Smith **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 07/25/2018 10:17:11 ***
Contact = Trevor Smith, Priority = Standard, Sub Status = Dispatched

*** 07/25/2018 10:17:11 ***
Web - Problem Description created on 07/25/2018 10:17:11 and created by Trevor Smith
car came in overheating and leaking coolant found coolant leaking from bank 2 head gasket pressure tested and confirmed leak removed engine assembly and removed bank 2 cylinder head found all head bolts loose enough to use 3/8 electric gun to remove found threads from block on one head bolt found warpage on head and block deck

*** 07/25/2018 10:17:11 ***
Web - Diagnostics created on 07/25/2018 10:17:11 and created by Trevor Smith
car came in overheating and leaking coolant found coolant leaking from bank 2 head gasket pressure tested and confirmed leak removed engine assembly and removed bank 2 cylinder head found all head bolts loose enough to use 3/8 electric gun to remove found threads from block on one head bolt found warpage on head and block deck

*** 07/25/2018 10:18:54 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/25/2018 10:22:03 and created by Frank Lusic ***
1: Hello Trevor
I will need to know how much the heads and block are warped by

*** 07/25/2018 10:36:15 ***
Web - Note created on 07/25/2018 10:36:15 and created by Trevor Smith
I can easily slide .07mm inbetween the surface and straight edge

*** Web - Advice created on 07/25/2018 10:50:10 and created by Frank Lusic ***
1: Of what surface, I need you to be more detailed

*** 07/25/2018 10:51:32 ***

Web - Note created on 07/25/2018 10:51:32 and created by Trevor Smith
head and block decking

*** Web - Advice created on 07/25/2018 10:57:35 and created by Frank Lusic ***
1: Thank you, the heads will also need to be replaced

2: Thank you
Based on the information that you have provided the engine will need to be replaced
Please refer to PS561

I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

*** 07/25/2018 11:56:01 ***
Web - Note created on 07/25/2018 11:56:01 and created by Trevor Smith
143 uploaded Also we did a cost compare with the long and short the long would be cheaper

*** 07/25/2018 11:56:03 ***
20180725_145254.jpg added by Trevor Smith on 07/25/2018 11:56:01

*** Web - Advice created on 07/25/2018 12:40:52 and created by Frank Lusic ***
1: replace it as a long block if available

*** Web - Advice created on 07/25/2018 12:42:19 and created by Frank Lusic ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/25/2018 12:42:32 ***
PWA has been authorized by Frank Lusic

*** 07/25/2018 12:42:33 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,420

Prod Date: 04/11/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: IL035 Napleton's Kia of Elmhurst

Phone: 6307829300 **FAX:** 6308331668

Contact: Edward Jimenez **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Fluid Leak - Engine oil # oil in coolant

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: FLUSHED THE COOLANT,

Case History

*** 08/04/2018 10:48:07 ***
Contact = Edward Jimenez, Priority = Standard, Sub Status = Dispatched

*** 08/04/2018 10:48:07 ***
Web - Problem Description created on 08/04/2018 10:48:07 and created by Edward Jimenez
customer sates vehicle is leaking oil

*** 08/04/2018 10:48:07 ***
Web - Diagnostics created on 08/04/2018 10:48:07 and created by Edward Jimenez
performed diag found oil leaking through the coolant reservoir mixing with the coolant somehow. removed oil dipstick found oil to be clean

*** 08/04/2018 10:58:19 ***
99F4B45D-F132-4A06-A76A-B536062B707E.jpeg added by Edward Jimenez on 08/04/2018 10:58:17

*** 08/04/2018 10:58:20 ***
6A8C9FE3-AF5B-4259-A3D8-62F4C68270B3.jpeg added by Edward Jimenez on 08/04/2018 10:58:19

*** 08/04/2018 10:58:34 ***
Web - Note created on 08/04/2018 10:58:34 and created by Edward Jimenez
Uploaded some pictures

*** 08/04/2018 11:45:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/04/2018 11:46:47 and created by Brian Lall ***
1: Please perform a cooling system pressure test and note if the pressure drops and if there are any external leaks. Please also remove the oil filter and look for signs of coolant in the oil filter housing. Please check the transmission fluid level and condition and note what you find in the case. Thanks.

*** 08/04/2018 12:24:01 ***
Web - Note created on 08/04/2018 12:24:00 and created by Edward Jimenez
Removed oil filter and found clean, no smell of coolant
Pressure tested vehicle and found no problem with cooling system dropped 1 psi in 5 minutes, no signs of coolant leaking or oil
Checked trans found oil at proper level, fluid looked like darkish red/brown type of color not milky

*** Web - Advice created on 08/04/2018 13:07:10 and created by Brian Lall ***
1: There is no oil cooler or any common places the oil could get into the coolant. Did the customer state they added oil at any point. Could the oil have been added to the cooling system in error?

*** 08/06/2018 07:16:56 ***
Web - Note created on 08/06/2018 07:16:56 and created by Edward Jimenez
Customer didn't complain of anything but an oil leak

*** Web - Advice created on 08/06/2018 08:26:14 and created by Brian Lall ***
1: Is the oil level low or full? Please try to find out if the customer added oil, if they saw oil leaking or dripping onto the ground under the vehicle, or why they stated there was an oil leak.

*** 08/06/2018 08:43:06 ***
Web - Note created on 08/06/2018 08:43:06 and created by Edward Jimenez
Customer stated there was an oil spot on their driveway, vehicle in for oil leaks previous visit no l leak was found. Now they came in for oil leaking into reservoir.
Oil level is full there was an oil change done on it at previous visit

*** Web - Advice created on 08/06/2018 09:45:27 and created by Brian Lall ***
1: Please try to get all the oil out of the cooling system by draining it or sucking the fluid out of the reservoir and then performing a flush or if needed by running a detergent such as shout or a small amount of dishwashing liquid in the cooling system to break down the oil, then flushing it, then drive the vehicle to see if you can verify the oil going into the cooling system or any oil consumption. Please contact your DPSM for authorization.

*** 08/29/2018 09:16:43 ***
Case Closed with Resolution Code: No Problem Found
Resolution Summary: FLUSHED THE COOLANT, AND CLEANED OIL FROM COOLANT RESERVOIR AND DROVE FOUND NO MIXING OF OIL AND COOLAN

*** 10/29/2018 09:00:51 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/29/2018 09:00:57 and created by Jerry Gossling ***
1: customer states vehicle had coolant flushed 2 month ago, there was a prior tech case open for this issue
vehicle is overheating

found oil and coolant mixing at radiator
removed oil filler cap and found sludge build up
there is also 2 hoses with holes

*** Web - Advice created on 10/29/2018 09:01:08 and created by Jerry Gossling ***
1: Edward,
Remove the valve cover and the rocker shaft assembly. Next see if the head bolts will maintain a 60 FT LBS of torque by using a torque wrench.
Thank you

*** 11/07/2018 07:05:28 ***
Web - Note created on 11/07/2018 07:05:28 and created by Edward Jimenez
I just uploaded picture of velve train
There is excessive sludge found in this engine

You want me to proceed with looking if head bolts hold 60 ft lbs of torque?

*** 11/07/2018 07:05:31 ***
425B2E7E-C6AF-46FD-92DE-C5419EDA554E.jpeg added by Edward Jimenez on 11/07/2018 07:05:28

*** 11/07/2018 07:05:33 ***
44F744EF-F51C-4279-B786-79F2B1751798.jpeg added by Edward Jimenez on 11/07/2018 07:05:31

*** Web - Advice created on 11/07/2018 09:24:49 and created by Tony Thomas ***
1: If they do not hold torque or pull the threads from the block, it will need an engine. In the event the engine is neglected, the customer must authorize dealer to perform any engine tear down or required mechanical inspections if they wish to disprove neglect as the cause of the concern. Should this diagnosis find no manufacturer defects, the customer would be responsible for tear down fees and any subsequent repairs.

*** 11/07/2018 10:16:50 ***
Web - Note created on 11/07/2018 10:16:50 and created by Edward Jimenez
Found a couple bolts not holding 60 ft lbs of torque the just keep spinning

*** Web - Advice created on 11/07/2018 14:38:48 and created by Tony Thomas ***
1: The engine is neglected and the engine will need to be replaced. Please contact your DPSM on how to proceed. Thank you.

*** Service Alert Escalated to CA as: 12932994 on 11/08/2018 01:06:25 (PST)

*** Web - Others created on 11/12/2018 09:27:11 (GMT-07:00) Arizona and created by Bruce Hardt ***
Cust:
1. Returning call.

Wrt:
1. Advised that engine request was declined by TL due to infrequent / improper maint.
2. 10/100 PTW does not cover that, only defects.

Cust:
1. if I gather all docs can this be reviewed.

Wrt:
1. It will remain declined at this time, however you may submit any further paperwork to the dlr, yes.

Cust thanked.
Wrt thanked.

*** Web - Advice created on 11/12/2018 09:30:43 (GMT-07:00) Arizona and created by Bruce Hardt ***
Disregard last notes, entered into wrong case.

*** Web - Advice created on 11/12/2018 10:31:15 and created by Jerry Gossling ***
<For Internal Use Only
.>

*** Case has been auto closed by the system on 12/13/2018 01:10:02 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,195

Prod Date: 09/10/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: OH059 Cronin Kia

Phone: 5133675300 **FAX:** 5133672239

Contact: Vince Glasmeier **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace short block,head bolt

Case History

*** 08/06/2018 05:53:53 ***
Contact = Vince Glasmeier, Priority = Standard, Sub Status = Dispatched

*** 08/06/2018 05:53:53 ***
Web - Problem Description created on 08/06/2018 05:53:53 and created by Vince Glasmeier
runs hot,leaking coolant

*** 08/06/2018 05:53:53 ***
Web - Diagnostics created on 08/06/2018 05:53:53 and created by Vince Glasmeier
pressure test -0 found leak at rear of head on left cylinder head, upon tear down 2 head bolts in this location came out very easy(all others required breaker bar) both holes in block are stripped out(threads came out with bolt) do you recommend heli coils or short block replacement?

*** 08/06/2018 06:11:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/06/2018 06:13:04 and created by Frank Lusic ***
1: hello Vince
Yes the short block will need to be replaced, but first
Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped let me know by how much thank you

*** Service Alert Escalated to CA as: 12819535 on 08/07/2018 01:06:20 (PST)

*** 08/21/2018 08:03:22 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replace short block,head bolt threads stripped

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,380

Prod Date: 05/17/2014 **Warranty Start Date:** 06/05/2014

Dealer/Contact Data:

Dealer: PA080 Jim Shorkey Kia

Phone: 7245151000 **FAX:** 7248640417

Contact: Victor Falk **Contact Title:** Service Manager **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/16/2018 06:04:09 ***
Contact = JEREMIAH CANT, Priority = Standard, Sub Status = Dispatched

*** 04/16/2018 06:04:09 ***
Web - Problem Description created on 04/16/2018 06:04:09 and created by JEREMIAH CANT
Coolant bubbling and spilling out of overflow. Found coolant bubbling in radiator, gets worse when revving engine. Replaced radiator cap and drove vehicle. Overflow bottle filled up and bubbles in overflow with a strong smell of exhaust. Thinking bad head gaskets.

*** 04/16/2018 06:04:09 ***
Web - Diagnostics created on 04/16/2018 06:04:09 and created by JEREMIAH CANT
replaced rad cap, test drive.

*** 04/16/2018 06:10:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 04/16/2018 06:12:07 and created by Mike Ozonur ***
1: What did you find out after the test drive ? is it overheating, since you smell exhaust from the radiator please perform block test.

*** 04/16/2018 06:31:23 ***
Web - Note created on 04/16/2018 06:31:23 and created by JEREMIAH CANT
After test drive the coolant overflow went from full mark to almost overflowing. Their is lots of bubbles in overflow and strong smell of exhaust from overflow bottle. The vehicle is not overheating. Block test shows exhaust in coolant system, Blue fluid changed to yellow. I uploaded pic of block tester.

*** 04/16/2018 06:31:25 ***
20180416_092704[1].jpg added by JEREMIAH CANT on 04/16/2018 06:31:23

*** Web - Advice created on 04/16/2018 06:56:31 and created by Mike Ozonur ***

1: Please perform compression and leak down test,

*** 04/16/2018 13:31:28 ***
Web - Note created on 04/16/2018 13:31:28 and created by JEREMIAH CANT
Compression test cylinder 1= 140 cyl2=140 cyl3=130 cyl4=130 cyl5= 140 cyl6=140. cylinder leak down showed around 30% leakage and got bubbles in radiator during leak down test.

*** Web - Advice created on 04/16/2018 13:54:31 and created by Mike Ozonur ***
1: Please remove the valve covers and check the cylinder head bolts with a torque wrench try to torque them to 80ftlbs see if it free spins or it tightens, then Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 04/18/2018 08:58:17 ***
Web - Note created on 04/18/2018 08:58:17 and created by JEREMIAH CANT
Removed left side valve cover gasket, found 3 of the bolts spin free , the others are tight, torque wrench set at 80ftlbs. I uploaded video.

*** 04/18/2018 08:58:45 ***
20180418_115449[1].mp4 added by JEREMIAH CANT on 04/18/2018 08:58:18

*** Web - Advice created on 04/18/2018 09:27:36 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 04/18/2018 09:35:08 ***
Web - Note created on 04/18/2018 09:35:08 and created by JEREMIAH CANT
I am kinda confused, If the threads in the block are stripped out like they are, why check the block, wouldn't it require a new block. I uploaded picture of stripped threads.

*** 04/18/2018 09:35:10 ***
20180418_123157[1].jpg added by JEREMIAH CANT on 04/18/2018 09:35:09

*** Web - Advice created on 04/18/2018 10:09:14 and created by Mike Ozonur ***
1: I apologize , we are going to check the heads only the, the block has to be replaced,

*** Case has been auto closed by the system on 05/19/2018 01:06:54 (PST)
*** Case 12691890 is sent on 6/1/2018 9:23:4 by Byron Castellanos
To: DBrisky@Kiausa.com; RLevy@Kiausa.com;
Cc: Castellano@Kiausa.com
Title: Warranty Case Detail for 12691890 sent from Byron Castellanos

*** 06/05/2018 05:08:00 ***
Case Number: XXXXXXXX Reopen Requested by JEREMIAH CANT.
Reason: [Engine block was replaced and heads checked and reused. The case was auto closed and no pwa case was opened. We need a pwa case to be opened and closed, thank you.]

*** 06/06/2018 08:44:49 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/06/2018 08:45:17 and created by Mike Ozonur ***
1: If you already have replaced the short block you will have to contact your DPSM to get PWA appeal approval and attach it to this case I will generate a PWA case and approve it thanks

*** Case has been auto closed by the system on 07/07/2018 01:08:40 (PST)
*** 08/03/2018 16:29:54 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/03/2018 16:30:33 and created by Rachelle Nelson ***

1: Warranty Claim Appeal Approved by Rachelle Nelson
<For Internal Use Only
Dealer failed to follow correct process for engine authorization. DPSM has reviewed the correct repair process with the dealer to ensure no further repairs are performed without correct authorization.>

*** Case 12691890 is sent on 8/3/2018 16:34:7 by Rachelle Nelson
To: DBrisky@Kiausa.com; RLevy@Kiausa.com
Cc: DHOLLINGSWORTH@KIAUSA.COM
Title: Warranty Case Detail for 12691890 sent from Rachelle Nelson

*** 08/06/2018 06:44:24 ***
PWA Case created for RA Case 12691890 by David Brisky

*** Web - Advice created on 08/06/2018 06:45:03 and created by David Brisky ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved

*** 08/06/2018 10:51:50 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,117

Prod Date: 03/10/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: KY010 Jake Sweeney Kia

Phone: 8599382020 **FAX:** 8593717902

Contact: RICHARD MIDDENDORF **Contact Title:** Shop Foreman **Service District:** CE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# hoses damaged from oil

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Coolant Hoses

Resolution: Replace short block and

Case History

*** 08/08/2018 07:40:31 ***
Contact = RICHARD MIDDENDORF JR, Priority = Standard, Sub Status = Dispatched

*** 08/08/2018 07:40:31 ***
Web - Problem Description created on 08/08/2018 07:39:48 and created by RICHARD MIDDENDORF JR
Have one here that had the upper radiator hose failed because the cooling system is full of old engine oil. All of the coolant hoses have engine oil oozing out of them and are swelling up and getting soft.

*** 08/08/2018 07:40:31 ***
Web - Diagnostics created on 08/08/2018 07:39:48 and created by RICHARD MIDDENDORF JR
visual inspection, engine starts and runs fine, no engine miss at this time, no sign of external head gasket leaks that are seen if head bolt threads fail in engine block.

*** 08/08/2018 08:06:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/08/2018 08:10:50 and created by Brian Lall ***
1: Thanks for the information. Please take pictures of the hoses and the oil contamination that you found. Please also try to find out if the customer ever experienced any overheating concerns. Let me know what you find. Thanks.

*** 08/08/2018 09:30:33 ***
Web - Note created on 08/08/2018 09:30:33 and created by RICHARD MIDDENDORF JR
He had no problems until upper hose split, that's wen he found the oil. they flushed the system and replaced the hose just to be able to drive it to the dealer and the radiator is full of oil again.

*** 08/08/2018 09:30:39 ***
20180808_121723.mp4 added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:33

*** 08/08/2018 09:30:40 ***
20180808_121348.jpg added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:39

*** 08/08/2018 09:30:41 ***
20180808_121440.jpg added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:40

*** 08/08/2018 09:30:42 ***
20180808_121617.jpg added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:41

*** 08/08/2018 09:30:43 ***
20180808_121840.jpg added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:42

*** 08/08/2018 09:30:43 ***
20180808_121534.jpg added by RICHARD MIDDENDORF JR on 08/08/2018 09:30:43

*** Web - Advice created on 08/08/2018 09:58:42 and created by Brian Lall ***
1: Please check the engine and transmission oil levels and note if one is high or low. Please also make sure this is the original Kia radiator and it is not damaged at all. Then remove the oil filter and pressurize the cooling system and check for any signs of coolant going into the filter housing. Let me know what you find. Thanks.

*** 08/08/2018 12:29:23 ***
Web - Note created on 08/08/2018 12:29:23 and created by RICHARD MIDDENDORF JR
Trans looks good, engine oil now is about 1 qt low, radiator looks like original but is showing signs of oil where tanks are crimped into core, pressuring cooling system it seems to be holding about 20 psi and do not see any thing in the oil filter housing and no signs of coolant in the oil at this time. May not have enough pressure in cooling system to make leak happen at only 20 psi with engine running oil pressure is likely close to 100 psi

*** Web - Advice created on 08/09/2018 05:46:17 and created by Brian Lall ***
1: I agree with you about the cooling system not having enough pressure to cause the leak, the oil mixing with the coolant is not common on this engine but I think the most likely cause is through the oil filter housing (I think it has coolant flow through it). If there are coolant hoses to the filter housing note if the coolant hoses to it show signs of oil in them. Thanks.

*** 08/09/2018 10:25:43 ***
Web - Note created on 08/09/2018 10:25:42 and created by RICHARD MIDDENDORF JR
Looking at this motor i am 99 % sure that it does not have coolant flowing though the oil filter housing. Some of the early Lambda V6 motors did have an oil cooler under the intake but this one does not.

*** Web - Advice created on 08/09/2018 10:51:51 and created by Brian Lall ***
1: If there is no oil to coolant heat exchanger on this engine then my recommendation is to contact your DPSM for authorization to remove the heads and to inspect for damage to the head gaskets, signs of cracks in the block or heads, and for warping. Let me know what you find. Thanks.

*** 08/16/2018 08:59:01 ***
Web - Note created on 08/16/2018 08:59:01 and created by RICHARD MIDDENDORF JR
Got heads off, found 8 out of 10 head bolts on both sides with treads pulled out of block, only ones that were tight were 4 closest to bell housing. Head gaskets looked good but with an MLS gasket they do not show sings of leaking sometimes like an old style gasket will Check both heads for warpage found right head about .002 in and left side a .002 in gage is loose so that side is about .0025. It does not like kia has a long block so what do we want to do with it assume that the oil leak into the cooling system was at the head gasket, do we try and reuse the heads or replace them along with the block?

*** 08/16/2018 09:43:34 ***
Web - Note created on 08/16/2018 09:43:34 and created by RICHARD MIDDENDORF JR
I can't count make that 6 out of 8 bolts on each side.

*** Web - Advice created on 08/16/2018 10:05:04 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. If for some reason you are being required to open a PWA case please attach the completed WRTY143 PWA form to this case and let me know, then I will create the PWA case for you so do not need to. Thanks.
2: The spec for flatness of the gasket surface is Flatness of gasket surface

Less than 0.05mm (0.0019in.)
[Less than 0.02mm (0.0008in.) / 150x150] so the heads are out of spec and should be replaced. Thanks.

*** 08/16/2018 10:37:15 ***
20180816_120026.jpg added by RICHARD MIDDENDORF JR on 08/16/2018 10:37:12

*** Web - Advice created on 08/16/2018 10:38:46 and created by Brian Lall ***
1: Thanks for the picture of the damage.

*** 08/16/2018 12:40:10 ***
Web - Note created on 08/16/2018 12:40:09 and created by RICHARD MIDDENDORF JR
We are going to have to replace all the coolant hose, cooling system seals, radiator, since they are damaged by the oil, but what do you thing about the heater core i flushed it out with water for about 15 min but i do not know if there are any rubber seals in it that the oil may have damaged.

*** Web - Advice created on 08/16/2018 13:42:54 and created by Brian Lall ***
1: I do not think there should be any seals that can become damaged in the heater core so if you were able to completely flush it and clean the oil out then it can be reused. Thanks.

*** Service Alert Escalated to CA as: 12834242 on 08/17/2018 01:05:24 (PST)

*** 08/29/2018 11:14:07 ***
Case Closed with Resolution Code: Flaw In Material
Resolution Summary: Replace short block and heads, all rubber parts in cooling system

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,376

Prod Date: 04/26/2014 **Warranty Start Date:** 06/30/2014

Dealer/Contact Data:

Dealer: WA011 Performance Kia

Phone: 4256095600 **FAX:** 4256095662

Contact: Aaron Klesick **Contact Title:** Service Consultant **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/09/2018 07:45:50 ***
Contact = Cary Tingley, Priority = Standard, Sub Status = Dispatched

*** 08/09/2018 07:45:50 ***
Web - Problem Description created on 08/09/2018 07:45:50 and created by Cary Tingley
customer purchased car used from another dealer , vehicle overheated , returned they inspected possible head gasket . customer brought to us for diagnosis.

*** 08/09/2018 07:45:50 ***
Web - Diagnostics created on 08/09/2018 07:45:50 and created by Cary Tingley
confirmed overheating and found leaking coolant at water inlet/ thermostat housing also found oil contaminated with coolant and misfiring from cylinder 6 . removed spark plug and found coolant present in cylinder , confirmed head gasket leaking into cylinder 6

*** 08/09/2018 08:18:11 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/09/2018 08:19:27 and created by Brian Lall ***
1: Please take pictures showing the leaks and attach them to the case. Was it a lot or only a small amount of coolant in cylinder 6?

*** 08/09/2018 12:06:11 ***
IMG_0009[1].JPG added by AARON KLESICK on 08/09/2018 12:06:10

*** 08/09/2018 12:06:12 ***
IMG_0010[1].JPG added by AARON KLESICK on 08/09/2018 12:06:11

*** 08/09/2018 12:06:14 ***
IMG_0011[1].JPG added by AARON KLESICK on 08/09/2018 12:06:12

*** 08/09/2018 12:06:15 ***
IMG_0012[1].JPG added by AARON KLESICK on 08/09/2018 12:06:14

*** 08/09/2018 12:09:16 ***
Web - Note created on 08/09/2018 12:09:16 and created by Cary Tingley
pics of leak and dipstick and fill hole attatched to case , cylinder and spark plug both wet when removed fouls plug out in 5-10 mins of sitting , not a lot present in cylinderwhen removed

*** Web - Advice created on 08/09/2018 13:36:22 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine after getting PWA approval. Techline can now create a PWA case automatically from the repair assistance case once all information is provided, so you do not need to do it. Please attach the WRTY 143 PWA form to this case. Thanks.

*** 08/09/2018 16:25:06 ***
Web - Note created on 08/09/2018 16:25:05 and created by AARON KLESICK
Core data

*** 08/09/2018 16:25:08 ***
IMG_0015[1].JPG added by AARON KLESICK on 08/09/2018 16:25:06

*** 08/10/2018 08:06:09 ***
PWA Case created for RA Case 12823517 by Brian Lall

*** Web - Advice created on 08/10/2018 08:06:26 and created by Brian Lall ***
1: I have created this PWA case, you will need to respond to the notification e-mail that you got when it was created. You will need to determine if the warranty is valid. Once you do that the case will be closed and approved if it is valid, if you cannot validate the warranty the case will be closed and denied. Thanks.

*** 08/10/2018 08:11:24 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,973

Prod Date: 09/05/2013 **Warranty Start Date:** 10/17/2013

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia

Phone: 5853349440 **FAX:** 5853348316

Contact: LUNDY REED **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace engine short block

Case History

*** 08/11/2018 10:16:53 ***
Contact = LUNDY REED, Priority = Standard, Sub Status = Dispatched

*** 08/11/2018 10:16:53 ***
Web - Problem Description created on 08/11/2018 10:16:53 and created by LUNDY REED
c/s states the vech is overheating

*** 08/11/2018 10:16:53 ***
Web - Diagnostics created on 08/11/2018 10:16:53 and created by LUNDY REED
diag system found no dtc a other kia dealer performed a cooling system test and found no leak performed a cooling system flush and car came back next day overheating agen so dealer performed a other cooling system flush back on 8/6/18 now car is at this dealer for overheating checked cooling level and found level was low checked oil and found coolant mixed with oil performed a block test and block test failed car still has p/t warranty

*** 08/11/2018 10:53:15 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 08/11/2018 10:54:10 and created by Mike Ozonur ***
1: Please provide a video of the block test as you are performing it and where it shows the color change and the VIN in one continuous video,
2: Please provide a picture of the valve train where it shows the oil and coolant moixing.

*** Service Alert Escalated to CA as: 12826763 on 08/12/2018 01:02:59 (PST)

*** 08/13/2018 04:49:23 ***
20180813_044547.mp4 added by LUNDY REED on 08/13/2018 04:49:06

*** 08/13/2018 04:52:48 ***

Web - Note created on 08/13/2018 04:52:47 and created by LUNDY REED
Sent you a video

*** 08/13/2018 05:50:28 ***
15341644924659674501 36.jpg added by LUNDY REED on 08/13/2018 05:50:27

*** 08/13/2018 05:50:29 ***
15341645512191535377271.jpg added by LUNDY REED on 08/13/2018 05:50:28

*** 08/13/2018 05:50:47 ***
Web - Note created on 08/13/2018 05:50:46 and created by LUNDY REED
Sent you pictures of the valve Tran

*** 08/13/2018 06:22:47 ***
15341665111111088302163.jpg added by LUNDY REED on 08/13/2018 06:22:46

*** Web - Advice created on 08/13/2018 08:53:41 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 08/22/2018 07:50:48 ***
Web - Note created on 08/22/2018 07:50:48 and created by LUNDY REED
removed the cylinder heads and 4 of the head bolts where loose on the back head and 4 where loose on the front head and found the block is not straight and the heads are not straight at all

*** 08/22/2018 08:47:07 ***
Web - Note created on 08/22/2018 08:47:06 and created by LUNDY REED
sent you a update

*** Web - Advice created on 08/22/2018 09:23:24 and created by Mike Ozonur ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks

*** 08/22/2018 09:54:47 ***
15349568389801472724835.jpg added by LUNDY REED on 08/22/2018 09:54:45

*** 08/22/2018 09:55:43 ***
Web - Note created on 08/22/2018 09:55:43 and created by LUNDY REED
Sent you pictures of the pwa form

*** 08/22/2018 10:47:09 ***
PWA Case 12841246 created by Mike Ozonur

*** Web - Advice created on 08/22/2018 10:48:03 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines

*** 08/23/2018 07:04:10 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace engine short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,825

Prod Date: 06/18/2013 **Warranty Start Date:** 07/29/2013

Dealer/Contact Data:

Dealer: GA083 Rick Case Kia

Phone: 7704762800 **FAX:** 6789570767

Contact: Stephen Rogers **Contact Title:** F & I Manager **Service District:** SO13

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/31/2018 07:14:59 ***
Contact = Stephen Rogers, Priority = Standard, Sub Status = Dispatched

*** 07/31/2018 07:14:59 ***
Web - Problem Description created on 07/31/2018 07:14:59 and created by Stephen Rogers
customer states oil leak present

*** 07/31/2018 07:14:59 ***
Web - Diagnostics created on 07/31/2018 07:14:59 and created by Stephen Rogers
added engine oil dye and traced leak to head gasket to followed to oil pressure switch which i replaced on first visit, the plate that the oil pressure switch screws into looks as if thats were its coming from underneath. will add image.

*** 07/31/2018 07:15:46 ***
266F268C-4D2D-4149-A437-444C4D6C1DA1.jpeg added by Stephen Rogers on 07/31/2018 07:15:45

*** 07/31/2018 07:38:57 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 07/31/2018 07:44:35 and created by Jerry Gossling ***
1: Stephen,
Thank you for the information. Note, the picture is very pixelated so I can't clearly see where the oil pressure switch is mounted. Can you tell if the plate is removable?
Thank you

*** Service Alert Escalated to CA as: 12794170 on 08/01/2018 01:04:50 (PST)
*** 08/10/2018 09:39:40 ***
Web - Note created on 08/10/2018 09:39:40 and created by Stephen Rogers
ok applied engine dye and found found oil bubbling out of head gasket in valley on intake side, found the head bolt on cylinder 1 loose put torque wrench on bolt kept spinning head bolt was stripped out. pulled up dcs and didnt find any internal engine

work performed in history.

*** Web - Advice created on 08/10/2018 11:12:55 and created by Jerry Gossling ***
1: Stephen,
Thank you for the information. Please check to see if the vehicle is still under drive train warranty.
Thank you

*** 08/10/2018 11:37:08 ***
Web - Note created on 08/10/2018 11:37:08 and created by Stephen Rogers
yes ticket was opened before power-train warranty expires

*** Web - Advice created on 08/10/2018 11:41:49 and created by Jerry Gossling ***
1: Stephen,
Thank you for the information. Stephen are you stating the warranty expired at 60, 000 miles?
If this is the case I cannot recommend to replace the engine under warranty.
Thank you

*** 08/10/2018 12:01:07 ***
Web - Note created on 08/10/2018 12:01:07 and created by Stephen Rogers
original owner has 100,000 mile power train warranty

*** Web - Advice created on 08/13/2018 04:31:32 and created by Jerry Gossling ***
1: Stephen,
Thank you for the information.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** 08/13/2018 06:20:04 ***
D547D4FD-79B0-41EC-B7B0-C6D586C43D8D.jpeg added by Stephen Rogers on 08/13/2018 06:20:03

*** 08/13/2018 06:20:15 ***
Web - Note created on 08/13/2018 06:20:15 and created by Stephen Rogers
Added

*** Web - Advice created on 08/13/2018 06:44:12 and created by Jerry Gossling ***
1: Stephen,
The WRTY PWA form you provided is not for this vehicle. The Vin number, mileage & R.O number are incorrect.
Thank you

*** 08/13/2018 07:19:49 ***
Web - Note created on 08/13/2018 07:19:49 and created by Stephen Rogers
Added

*** 08/13/2018 07:19:51 ***
7B2C1C84-CC04-41AC-8BA8-537CAA2F4201.jpeg added by Stephen Rogers on 08/13/2018 07:19:49

*** 08/13/2018 07:44:24 ***
PWA Case created for RA Case 12811386 by Jerry Gossling

*** Web - Advice created on 08/13/2018 07:44:30 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/13/2018 12:48:01 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,999

Prod Date: 11/04/2013 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: WA031 Steve Hahn's Kia

Phone: 5092484700 **FAX:** 5095751194

Contact: Andrew Johnston **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: replacing cyclinder head assy

Case History

*** 08/20/2018 12:16:14 ***
Contact = Andrew Johnston, Priority = Standard, Sub Status = Dispatched

*** 08/20/2018 12:16:14 ***
Web - Problem Description created on 08/20/2018 12:16:14 and created by Andrew Johnston
Vehicle makes a strange popping noise after driving and you park and walk away.

*** 08/20/2018 12:16:14 ***
Web - Diagnostics created on 08/20/2018 12:16:14 and created by Andrew Johnston
Verified the noise coming through the exhaust , inspecting the vehicle and found coolant leaking at the head gasket. check the reservoir and is empty.

*** 08/20/2018 13:11:48 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 08/20/2018 13:12:28 and created by Eric Patterson ***
1: Thank you for the information.
2: A: Please add pictures of the leaks from the engine head gasket. Is the leak from above the head gasket or at the head gasket? I've seen both ways.

*** 08/20/2018 13:15:35 ***
Web - Note created on 08/20/2018 13:15:35 and created by Andrew Johnston
looks to be at the head gasket , if i remember right is this the motor where the head bolts are loose or either threads pulled?

*** 08/20/2018 13:29:13 ***
Web - Note created on 08/20/2018 13:29:13 and created by Andrew Johnston
Its leaking where the head meets the block

*** 08/20/2018 13:37:49 ***

Web - Note created on 08/20/2018 13:37:49 and created by Andrew Johnston
further inspection the driver side looked like it was leaking at the head gasket , but found that its around the exhaust ports on the cylinder head

*** 08/20/2018 14:04:20 ***
153479882553629070 2071.jpg added by Andrew Johnston on 08/20/2018 14:04:19

*** 08/20/2018 14:04:21 ***
153479886649120348 12881.jpg added by Andrew Johnston on 08/20/2018 14:04:20

*** 08/20/2018 14:04:22 ***
153479891340512393 88831.jpg added by Andrew Johnston on 08/20/2018 14:04:21

*** 08/20/2018 14:04:23 ***
153479901485317024 59581.jpg added by Andrew Johnston on 08/20/2018 14:04:22

*** 08/20/2018 14:23:42 ***
Web - Note created on 08/20/2018 14:23:42 and created by Andrew Johnston
I have added photos to the case

*** Web - Advice created on 08/20/2018 14:52:59 and created by Eric Patterson ***
1: Thank you Upon removal of the manifold you will need to perform a coolant pressure check . Please check what stud hole the coolant is coming from. Please add a picture, the cylinder head will need replaced.

Upon removal of the cylinder head, please perform the inspection below.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If the part and labor will be over $1000.00, please obtain approval from your DPSM for replacement .
3: If the part and labor will be over $1000.00, please obtain approval from your DPSM for replacement

*** Service Alert Escalated to CA as: 12838772 on 08/21/2018 01:06:56 (PST)

*** 08/21/2018 09:38:32 ***
153486928311821003 24655.jpg added by Andrew Johnston on 08/21/2018 09:38:31

*** 08/21/2018 09:38:33 ***
153486935460457958 6248.jpg added by Andrew Johnston on 08/21/2018 09:38:33

*** 08/21/2018 09:38:34 ***
153486938792215359 76936.jpg added by Andrew Johnston on 08/21/2018 09:38:33

*** 08/21/2018 09:42:37 ***
Web - Note created on 08/21/2018 09:42:37 and created by Andrew Johnston
removed the exhaust manifold and cleaned the cylinder head from dried up coolant. removed the ex studs and found the top 3rd stud from the right is leaking coolant attached photos the one photo with the exhaust stud threads you can see there is a whole

*** Web - Advice created on 08/21/2018 09:54:05 and created by Eric Patterson ***
1: Perfect, thank you for the attachments to the case. I appreciate it.
2: Please let me know if the head bolts hold the *) FT lb test.
We will need to tear down the affected Cylinder head. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose. If they hold torque, please replace the cylinder head assy.
3: If the part and labor will be over $1000.00, please obtain approval from your DPSM for replacement

*** 08/21/2018 11:53:45 ***

Web - Note created on 08/21/2018 11:53:45 and created by Andrew Johnston
I removed cam caps and tipped the cams up to gain clearance to bolts, the two center exhaust side head bolts have movement around 60 ft lbs torque feel soft

*** Web - Advice created on 08/21/2018 13:38:00 and created by Eric Patterson ***
1: Thank you, Please continue with the 80 ft lbs, if the bolts strip please add a picture of the bolts with the threads on them.
2: Then please add the WRTY 127 core form to the case.

*** 09/10/2018 14:03:37 ***
Web - Note created on 09/10/2018 14:03:37 and created by Andrew Johnston
bolts tightened to 80 ft lbs

*** Web - Advice created on 09/10/2018 15:28:30 and created by Eric Patterson ***
1: Thank you, please measure the heads and the block for warpage and let me know the results.

*** 09/12/2018 11:37:27 ***
Web - Note created on 09/12/2018 11:37:27 and created by Andrew Johnston
I removed the cylinder head and checked flatness both block and head were less then .05 mm also went one lower .038 and did not pass under the straight edge.

*** 09/12/2018 11:57:05 ***
Web - Note created on 09/12/2018 11:57:04 and created by Andrew Johnston
When replacing the cylinder head assy. should new valves be ordered as well?

*** Web - Advice created on 09/12/2018 13:10:41 and created by Eric Patterson ***
1: No the valves should be reused unless there are issues with clearance. I would send the valves and both the heads to a machine shop for transfer of all good components.

*** 09/19/2018 13:10:33 ***
Case Closed with Resolution Code: Broken/Cracked/Etc.
Resolution Summary: replacing cyclinder head assy

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,384

Prod Date: 09/23/2013 **Warranty Start Date:** 10/21/2013

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad

Phone: 7604381001 **FAX:** 7605472022

Contact: Jose Sandoval **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 08/28/2018 08:38:30 ***
Contact = Jose Sandoval, Priority = Standard, Sub Status = Dispatched

*** 08/28/2018 08:38:30 ***
Web - Problem Description created on 08/28/2018 08:38:20 and created by Jose Sandoval
CUSTOMER STATES VEHICLE I LEAKING COOLANT.

*** 08/28/2018 08:38:30 ***
Web - Diagnostics created on 08/28/2018 08:38:20 and created by Jose Sandoval
CHECKED VEHICLE FOR STORED CODES, NONE FOUND. CHECKED COOLANT, FOUND VERY LOW ON COOLANT. TOPPED OFF AND PRESSURE TESTED COOLING SYSTEM. FOUND PRESSURE LOSS IN GAUGE AT SAME TIME CAN SEE COOLING LEAK. FOUND COOLANT LEAKING FROM IN BETWEEN RIGHT CYLINDER HEAD AND ENGINE BLOCK. FOUND COOLANT RESIDUE AT ALL AROUND RIGHT SIDE OF ENGINE. REMOVED SURGE TANK AND VALVE COVER, MOVED CAMS OUT WAY TO ACCESS CYLINDER HEAD BOLTS, CHECKED TORQUE ON HEAD BOLTS, FOUND 4 HEAD BOLTS TURNING, BOLTS HAVE STRIPPED. ASSISTANCE REQUESTED.

*** 08/28/2018 09:11:49 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 08/28/2018 09:12:18 and created by Eric Patterson ***
1: Thank you, great job. Please add pictures of the head bolts with the stripped threads.
2: We will need to measure the cylinder heads for warpage and see if they are within specs.
If any od the OCV valves have debris inside we will need to replace the block anyways.
Please let me know if the block deck is warped using a strait edge.

*** Web - Advice created on 08/28/2018 09:15:17 and created by Eric Patterson ***
1: Sorry the block will need replaced regardless.
We just need to know if the heads are warped.
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case.

*** 08/28/2018 11:06:37 ***
Web - Note created on 08/28/2018 11:06:37 and created by Jose Sandoval
I have attached picture of headbolts.
You still need mee to check cylinder head for warpage?

*** 08/28/2018 11:06:39 ***
153547929742949764830 5.jpg added by Jose Sandoval on 08/28/2018 11:06:37

*** Web - Advice created on 08/28/2018 12:07:02 and created by Eric Patterson ***
1: If there is a long block available, then no.
2: Please attach the WRTY 143 for to the case, thanks

*** 08/28/2018 13:43:15 ***
ro 72472.pdf added by Jim Allen on 08/28/2018 13:43:15

*** 08/28/2018 14:04:40 ***
Web - Note created on 08/28/2018 14:04:40 and created by Jose Sandoval
attached WRTY 143

*** 08/29/2018 07:29:31 ***
PWA Case created for RA Case 12848578 by Eric Patterson

*** Web - Advice created on 08/29/2018 07:30:06 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/29/2018 10:25:58 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,380

Prod Date: 07/16/2013 **Warranty Start Date:** 07/19/2014

Dealer/Contact Data:

Dealer: SC020 Kia of Greer

Phone: 8648793800 **FAX:** 8648775757

Contact: Jay Hammond **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/29/2018 10:03:16 ***
Contact = Jay Hammond, Priority = Standard, Sub Status = Dispatched

*** 08/29/2018 10:03:16 ***
Web - Problem Description created on 08/29/2018 10:03:16 and created by Jay Hammond
Customers concern , pouring oil very badly , towed in ... Found head gasket leaking

*** 08/29/2018 10:03:16 ***
Web - Diagnostics created on 08/29/2018 10:03:16 and created by Jay Hammond
Confirm customers complaint leaking or pouring oil from transmission ... After digging into it a lot further found the right front head gasket was leaking oil into the valley and dumping it out through the drain port , found coolant in the oil .. confirm it needed the head gasket .. During the repair to replace the head gasket itself found that two of the head bolts will not come out , one is just spinning and not coming up the other cam up about 1/4 of an inch and now is just spinning .. Need long block at this point unable to remove with out damaging motor ..

*** 08/29/2018 10:24:48 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/29/2018 10:31:07 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced
DO NOT OPEN A PWA CASE

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

Please refer to PS561
Please add a case note so I will be made aware that the form is there, Thank you

Do not break the ear off of the engine block

*** 08/29/2018 10:52:47 ***
20180829_134951.jpg added by Jay Hammond on 08/29/2018 10:52:45

*** Web - Advice created on 08/29/2018 10:58:53 and created by Frank Lusic ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

2: be sure to also check the heads to see if they are warped

*** 08/29/2018 11:00:17 ***
PWA has been authorized by Frank Lusic

*** 08/29/2018 11:00:17 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,108

Prod Date: 03/21/2013 **Warranty Start Date:** 04/29/2013

Dealer/Contact Data:

Dealer: NY031 Garvey Kia

Phone: 5187933488 **FAX:** 5187935988

Contact: Joshua Norris **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 08/29/2018 12:58:46 ***
Contact = Joshua Norris, Priority = Standard, Sub Status = Dispatched

*** 08/29/2018 12:58:46 ***
Web - Problem Description created on 08/29/2018 12:50:25 and created by Joshua Norris
over heating coolant leak, another shop attempted to repair thermo housing and found oil in coolant,

*** 08/29/2018 12:58:46 ***
Web - Diagnostics created on 08/29/2018 12:50:25 and created by Joshua Norris
verified oil in coolant several hoses are soft and spungy , have resently dealt with this issue on another v6 sorento where I found loose head bolts, performed the same test I was advied to do last time and found several head bolts easy to back off took no effort to turn.

*** 08/29/2018 12:58:48 ***
20180829_155637[1].jpg added by Joshua Norris on 08/29/2018 12:58:47

*** 08/29/2018 12:58:49 ***
20180829_155623[1].jpg added by Joshua Norris on 08/29/2018 12:58:48

*** 08/29/2018 13:55:52 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/29/2018 13:58:50 and created by Frank Lusic ***
1: Hello Joshua
The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: be sure to check the head to see if they are warped, replace as necessary

*** 08/29/2018 13:59:40 ***
PWA has been authorized by Frank Lusic

*** 08/29/2018 13:59:40 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,208

Prod Date: 01/16/2014 **Warranty Start Date:** 06/20/2014

Dealer/Contact Data:

Dealer: WV015 A & B Kia

Phone: 3042331480 **FAX:** 3042182273

Contact: Cole Beckett **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 08/30/2018 08:45:12 ***
Contact = Cole Beckett, Priority = Standard, Sub Status = Dispatched

*** 08/30/2018 08:45:13 ***
Web - Problem Description created on 08/30/2018 08:45:12 and created by Cole Beckett
C/S blowing antifreeze from exhaust

*** 08/30/2018 08:45:13 ***
Web - Diagnostics created on 08/30/2018 08:45:13 and created by Cole Beckett
verified that the vehicle is burning antifreeze. there is no antifreeze in the oil attached is a video of vehicle running

*** 08/30/2018 08:45:38 ***
20180830_113457[1].mp4 added by Cole Beckett on 08/30/2018 08:45:13

*** 08/30/2018 09:10:33 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 08/30/2018 09:12:43 and created by Steven Okimura ***
1: Please attach a photo of the valve train with the valve cover removed to determine if the engine has been maintained properly. Try torqueing down the head bolts, if the continue to turn and will not tighten the head bolt threads in the block are damaged.

2: Attach a completed engine core data form (see PS561)

*** 09/14/2018 13:15:06 ***
Web - Note created on 09/14/2018 13:15:06 and created by Cole Beckett
engine is clean and seems to be maintained oil is saturated with antifreeze two of the head bolts out of what i can get to with the cams in place will not tighten down attached is pictures of the valve train and also wtry143 form

*** 09/14/2018 13:15:06 ***

DOC_20180914160814.PDF added by Cole Beckett on 09/14/2018 13:15:06

*** 09/14/2018 13:15:09 ***
IMG_20180914_143310377.jpg added by Cole Beckett on 09/14/2018 13:15:07

*** 09/14/2018 13:15:11 ***
IMG_20180914_143321384.jpg added by Cole Beckett on 09/14/2018 13:15:09

*** 09/14/2018 13:15:13 ***
IMG_20180914_143326788.jpg added by Cole Beckett on 09/14/2018 13:15:11

*** Web - Advice created on 09/17/2018 07:36:53 and created by Steven Okimura ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

Thank you

*** 09/17/2018 07:37:28 ***
PWA has been authorized by Steven Okimura

*** 09/17/2018 07:37:28 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,120

Prod Date: 05/05/2014 **Warranty Start Date:** 05/19/2014

Dealer/Contact Data:

Dealer: OH080 Great Lakes Kia

Phone: 6145222800 **FAX:** 6147375999

Contact: steve Mcmillian **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block

Case History

*** 09/11/2018 07:05:53 ***
Contact = steve Mcmillian, Priority = Standard, Sub Status = Dispatched

*** 09/11/2018 07:05:54 ***
Web - Problem Description created on 09/11/2018 07:05:53 and created by steve Mcmillian
cust states overheating had plenum gasket replaced at different dealership

*** 09/11/2018 07:05:54 ***
Web - Diagnostics created on 09/11/2018 07:05:54 and created by steve Mcmillian
checked coolant level and found that there was no coolant in the suv added fluid and pressure tested the system looks to be leaking out of the left side of the engine where the engine and trans meet . could be the headgaskets , there was signs of dry up coolant down and around the intake in the middle of the engine the intake gasket was replaced at 58,190 miles 8-09-2018 at oh55 kia dealership , was told that it was in normal operation after the service

*** 09/11/2018 08:04:30 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/11/2018 08:06:01 and created by Tony Thomas ***
1: If coolant is coming out the bell housing, you may have a freeze plug leaking. If it is higher up in the valley we need to identify where it is leaking from before I can make a recommendation. Thanks.

*** Service Alert Escalated to CA as: 12866830 on 09/12/2018 01:06:19 (PST)

*** 09/19/2018 07:55:24 ***
Web - Note created on 09/19/2018 07:55:24 and created by steve Mcmillian
Removed the upper and lower intakes and found coolant all down in the middle of the engine in the valley. Also the ports for the cylinder 1 valves are full with fluid

*** 09/19/2018 07:55:29 ***
153736858381142598471382288365 60.jpg added by steve Mcmillian on 09/19/2018 07:55:24

*** 09/19/2018 07:55:33 ***
153736886418631383365959891772 78.jpg added by steve Mcmillian on 09/19/2018 07:55:29

*** Web - Advice created on 09/19/2018 08:05:51 and created by Tony Thomas ***
1: Pull the plugs and see if you have a cylinder cleaner than the rest. Before pulling the heads, check the head bolts will hold 90 lbs. of torque and do not spin and pull the threads out of the block.

*** 09/20/2018 11:36:37 ***
Web - Note created on 09/20/2018 11:36:37 and created by steve Mcmillian
check the cylinders and all are looking the same no different than the others

*** Web - Advice created on 09/20/2018 13:19:14 and created by Tony Thomas ***
1: Pressure test the cooling system to identify the coolant leak and see if any is pooling in the cylinders.

*** 09/21/2018 09:24:19 ***
Web - Note created on 09/21/2018 09:24:19 and created by steve Mcmillian
Cleaned up the valley and upper also lower engine than added fluid to the coolant system and used a pressure tester its holding pressure and not seeing and leakage right now

*** Web - Advice created on 09/21/2018 09:38:47 and created by Tony Thomas ***
1: Leave it set for a few hours with pressure on the cooling system and see if the pressure drops and if you see any coolant on the floor.

*** Phone - Call - Outbound created on 09/21/2018 10:42:49 and created by Steven Lamphier ***
Called Cust.

Writer states.
1. Introduced self.
2. I am returning your call.

Cust states.
1. I have not been updated on my repair and it has been weeks.
2. I just want to know whats going on.

Writer states.
1. Dlr still does not have a diagnostic.
2. Scott advised a loaner/rental may be offered

Cust.
1. Ok, I will continue following up

*** Note - Others commitment created on 09/21/2018 10:43:17 with Commitment Date 09/26/2018 and created by Steven Lamphier ***

*** Note - Others commitment fulfilled on 09/21/2018 10:44:36 with Commitment Date 09/26/2018 closed by Steven Lamphier ***

*** Research - Advice created on 09/21/2018 11:05:28 and created by Tony Thomas ***
1: CA notes added to the wrong case.

*** 09/24/2018 11:57:26 ***
Web - Note created on 09/24/2018 11:57:26 and created by steve Mcmillian
let system sit under pressure for a few hours no signs of coolant leaking and the pressure has not move from where is has been set

*** Web - Advice created on 09/24/2018 12:14:01 and created by Tony Thomas ***
1: Reassemble the engine and retest. The coolant had to come from somewhere.

*** 09/25/2018 10:34:10 ***
Web - Note created on 09/25/2018 10:34:10 and created by steve Mcmillian
Put the suv back together and filled the coolant system with water and started the suv to warm up the water turned muddy looking in about 10 to 15 minutes

*** 09/25/2018 10:34:51 ***
20180925_133113.mp4 added by steve Mcmillian on 09/25/2018 10:34:11

*** Web - Advice created on 09/25/2018 10:37:18 and created by Tony Thomas ***
1: Early pictures only show green coolant. What made it muddy?

*** 09/25/2018 10:49:33 ***
Web - Note created on 09/25/2018 10:49:33 and created by steve Mcmillian
Did not run the sun before just added fluid and put the system under pressure . Cleaned the engine up to try to find the leak contacted Kia tech line because it's second time for the same concern . Leaning towards head gaskets

*** Web - Advice created on 09/25/2018 10:55:44 and created by Tony Thomas ***
1: Flush the cooling system and get it hot to check for leaks and perform the block check on a hot engine.

*** 09/26/2018 09:00:52 ***
Web - Note created on 09/26/2018 09:00:52 and created by steve Mcmillian
Performed a coolant flush and block test the system failed also when raising the rpms coolant and gases are coming up and out of the radiator

*** Web - Advice created on 09/26/2018 09:50:20 and created by Tony Thomas ***
1: Get approval to pull the heads for inspection of the head gaskets and the head and block surfaces.

*** 10/03/2018 08:48:21 ***
Web - Note created on 10/03/2018 08:48:21 and created by steve Mcmillian
Removed the value covers and timing cover than removed the cams on bank 2 and have 3 head bolts the was not tight at all

*** Web - Advice created on 10/03/2018 09:28:17 and created by Tony Thomas ***
1: See if the head bolts will torque to 90 ft. lbs. or if they will pull the threads from the block.

*** 10/03/2018 09:58:45 ***
Web - Note created on 10/03/2018 09:58:45 and created by steve Mcmillian
Tried to tighten the head bolt and the threads came out of the block

*** 10/03/2018 09:58:46 ***
153858583879561261612418030331 84.jpg added by steve Mcmillian on 10/03/2018 09:58:45

*** Web - Advice created on 10/03/2018 10:00:05 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form (PS561) and a PWA will be generated for you. The form must be filled out (all available sections) and signed and dated by the service manager and technician.

*** 10/09/2018 10:07:41 ***
Web - Note created on 10/09/2018 10:07:41 and created by steve Mcmillian
tried to get service records and the cust can not provide any service records at this time

*** Web - Advice created on 10/09/2018 11:10:17 and created by Tony Thomas ***
1: Proper maintenance is validated by physical inspection, not maintenance records.

*** 10/09/2018 11:26:25 ***
153910945838311629675678559774 68.jpg added by steve Mcmillian on 10/09/2018 11:26:23

*** 10/09/2018 12:10:41 ***
PWA Case 12898110 created by Tony Thomas

*** Web - Advice created on 10/09/2018 12:11:36 and created by Tony Thomas ***
1: Based on the information provided, I recommend that you replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available replace the short block and follow TSB ENG190 best practices for engine component re-use guidelines to build a long block. I have generated a PWA case for you. Please validate the vehicle warranty and the PWA will be auto approved. If you do not validate the warranty, you do not have approval to replace the engine. Please close the case when the repairs are completed or if no further assistance is required. Thank you.

*** 10/23/2018 15:44:54 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,936

Prod Date: 05/01/2014 **Warranty Start Date:** 11/28/2014

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Aubrey Dawkins JR **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 09/12/2018 14:00:51 ***
Contact = Aubrey Dawkins, Priority = Standard, Sub Status = Dispatched

*** 09/12/2018 14:00:51 ***
Web - Problem Description created on 09/12/2018 14:00:51 and created by Aubrey Dawkins
still over heating

*** 09/12/2018 14:00:51 ***
Web - Diagnostics created on 09/12/2018 14:00:51 and created by Aubrey Dawkins
1) THIS IS OUR 6 ATTEMPT TO FIX, THE FIRST TIME IN WARNING IS ON AND AC DOESN'T BLOW COLD. SECOND TIME IN REPLACE AC HOSE. THIRD TIME IN AC BLOWS WARM : TECH FOUND LOW COOLANT , ADD COOLANT AND PRESSURE TEST (FOUND NO LEAKS AND NO OVER HEATING). 2) RIGHT NOW CONCERN: FOUND LOW ON COOLANT (ADD 1 1/2 GALLONS OF COOLANT), STAR UP ENGINE PERFORMED A BLOCK TEST (CONFIRMED FAILED THE TEST), COOLANT FAN WORKS AND T STAT WAS OPEN, DID SEE ANY SMOKE OUT OF TAIL PIPE DRAIN ENGINE OIL, DIDN'T ANY COOLANT IN IT AT THIS TIME. REMOVE SPARK PLUGS AND PERFORMED AND BORE SCOPE (FOUND NUMBER 3 AND 6 CYLINDERS TOP OF PISTONS ARE CLEAN, BURNING COOLANT). LEFT COOLANT PRESSURE TEST ON ALL NIGHT, RECHECK IN MORNING, NO EXTERNAL LEAK, LOOK IN ALL CYLINDER DIDN'T ANY COOLANT ON TOP OF PISTON (NOTE ENGINE COLD). NOTE NO CODES AND ALL READINESS ARE COMPLETE.

*** 09/12/2018 15:00:43 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 09/12/2018 15:02:43 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** 09/12/2018 15:11:05 ***

Web - Note created on 09/12/2018 15:11:05 and created by Aubrey Dawkins
NOTE TECH, THE IS THE FIRST V6 (HAVE NOTE SEEN ANY LEAKS OR STAINS AROUND THE HEADS OR BLOCK)

*** Web - Advice created on 09/12/2018 15:42:32 and created by Eric Patterson ***
1: Thank you for the updated information. If the block check has failed, We will need to remove the cylinder heads and inspect for warpage.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: This will ensure the bolts have not come loose at the block threads causing the head gasket failure. Please let me know if the bolts all hold the 80ft lbs with the torque wrench test

*** 09/12/2018 16:25:42 ***
Web - Note created on 09/12/2018 16:25:42 and created by Aubrey Dawkins
OK WILL DO

*** Service Alert Escalated to CA as: 12864694 on 09/13/2018 01:02:57 (PST)
*** Research - Advice created on 09/13/2018 10:01:51 and created by Eric Patterson ***
<For Internal Use Only
.>

*** 09/20/2018 12:01:34 ***
Web - Note created on 09/20/2018 12:01:34 and created by Aubrey Dawkins
head bolt are tight, now i am remove the heads

*** Web - Advice created on 09/20/2018 13:45:52 and created by Tony Thomas ***
1: Yes, get approval to remove the heads and check the head and block surfaces for warpage.

*** 09/24/2018 09:48:08 ***
Web - Note created on 09/24/2018 09:48:07 and created by Aubrey Dawkins
RIGHT SIDE HEAD WARPED (0.004 IN), LEFT SIDE HEAD WARPED(0.003 IN), RIGHT SIDE BLOCK WARPED (0.002 IN)

*** Web - Advice created on 09/24/2018 12:16:41 and created by Eric Patterson ***
1: Thank you, Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case.
2: Then I can approve the engine replacement for you

*** 09/24/2018 13:52:14 ***
Web - Note created on 09/24/2018 13:52:14 and created by Aubrey Dawkins
ok will do

*** 09/24/2018 14:34:51 ***
153782483019415714304 32.jpg added by Aubrey Dawkins on 09/24/2018 14:34:50

*** 09/24/2018 14:35:15 ***
Web - Note created on 09/24/2018 14:35:15 and created by Aubrey Dawkins
Send pwa form

*** Web - Advice created on 09/24/2018 16:25:25 and created by Eric Patterson ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/24/2018 16:25:35 ***
PWA has been authorized by Eric Patterson

*** 09/24/2018 16:25:35 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,702

Prod Date: 10/20/2014 **Warranty Start Date:** 01/03/2015

Dealer/Contact Data:

Dealer: SD006 Billion Kia of Rapid City

Phone: 6053422886 **FAX:** 6053623468

Contact: Michael Shaughnessy **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/13/2018 14:59:52 ***
Contact = Michael Shaughnessy, Priority = Standard, Sub Status = Dispatched

*** 09/13/2018 14:59:52 ***
Web - Problem Description created on 09/13/2018 14:58:13 and created by Michael Shaughnessy
customer states that the engine over heated, blowing white smoke out of the tail pipe, and the temperature was getting hot.

*** 09/13/2018 14:59:52 ***
Web - Diagnostics created on 09/13/2018 14:58:13 and created by Michael Shaughnessy
inspected engine oil condition. found antifreeze mixing into the oil. determined cylinder head, or head gasket failure of the problem disassembling the cylinder heads from the engine found 3 head bolts on bank #1 on tight. when removing the head bolts, found cylinder #1 head bolt not tight due to the threads inside of the block failed. the block threads came out with the head bolt.

*** 09/13/2018 14:59:53 ***
IMG_1007[1].JPG added by Michael Shaughnessy on 09/13/2018 14:59:52

*** 09/13/2018 15:01:41 ***
IMG_1006[1].JPG added by Michael Shaughnessy on 09/13/2018 15:01:39

*** 09/13/2018 15:11:04 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 09/13/2018 15:13:14 and created by Mike Ozonur ***
1: Based on information you provided I recommend to replace the engine assembly,
2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/13/2018 15:14:03 ***
PWA has been authorized by Mike Ozonur

*** 09/13/2018 15:14:03 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,726

Prod Date: 02/26/2013 **Warranty Start Date:** 03/18/2013

Dealer/Contact Data:

Dealer: MO031 Hw Kia of West County

Phone: 6365912900 **FAX:** 6365912913

Contact: Kevin Preiser **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced short block engine

Case History

*** 09/14/2018 09:23:19 ***
Contact = Kevin Preiser, Priority = Standard, Sub Status = Dispatched

*** 09/14/2018 09:23:19 ***
Web - Problem Description created on 09/14/2018 09:23:19 and created by Kevin Preiser
"Yesterday while driving, the AC quit working and then the vehicle overheated. Customer had vehicle towed in."

*** 09/14/2018 09:23:19 ***
Web - Diagnostics created on 09/14/2018 09:23:19 and created by Kevin Preiser
Cooling system was nearly empty. Refilled cooling system and test drove vehicle. After test drive, noticed vehicle is constantly bubbling in coolant reservoir. Used head gasket checker (uses the blue fluid) at radiator cap and fluid changed color indicating exhaust gas. Vehicle appears to have blown headgasket/damaged head ,etc. There is coolant present on back side of engine near coolant bridge, but unable to verify leak location yet. Appears front head may be leaking oil as well.

*** 09/14/2018 09:31:28 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/14/2018 09:34:10 and created by Jerry Gossling ***
1: Kevin,
Thank you for the information.
I recommend to remove the valve covers and the rocker shaft assemblies. Next use a torque wrench and see if all the head bolts will retain a torque of 60 FT LBS.

NOTE, is this vehicle still under power train warranty?
Thank you

*** 09/14/2018 10:28:44 ***
IMG_0016.JPG added by Kevin Preiser on 09/14/2018 10:28:43

*** 09/14/2018 10:28:46 ***

IMG_0015.JPG added by Kevin Preiser on 09/14/2018 10:28:44

*** 09/14/2018 10:34:20 ***
Web - Note created on 09/14/2018 10:34:20 and created by Kevin Preiser
The head bolts can't be accessed without removing the cams, and due to time, I won't be able to go that far with it today. However, I did pull the front valve cover and it appears that coolant is mixing with engine oil. I submitted a photo of the valve cover and also attached a photo of the rear corner of the front cylinder head which shows coolant and oil leaking.

*** Web - Advice created on 09/14/2018 10:41:17 and created by Jerry Gossling ***
1: Kevin,
Thank you for the update. Let me know when the head bolts have been check as I completely understand not having the time today.
Thank you

*** 09/17/2018 07:48:52 ***
Web - Note created on 09/17/2018 07:48:52 and created by Kevin Preiser
Removed timing chains and cams this morning and checked to see if all head bolts would hold 60 ft/lbs. 5 bolts on the front head do not hold, and the one in that rear corner of the photo was darn near loose. 1 bolt on the rear head did not hold 60 ft/lbs.

*** 09/17/2018 07:49:13 ***
Web - Note created on 09/17/2018 07:49:13 and created by Kevin Preiser
Vehicle shows to have powertrain warranty.

*** Web - Advice created on 09/17/2018 09:06:02 and created by Greg Phillips ***
1: Thank you Kevin. Jerry is out today, I'm going to be helping you out on this one. I see a photo of the valve cover, can you please also attach a photo of the valve train? And If you have verified there has been no abuse or external impact, the engine is not used or from a junk yard, and the warranty is valid according to WEB DCS, you will also need to review warranty bulletin 2015-09 and attach the completed and signed WRTY 143 core data sheet to this case.

*** 09/18/2018 07:52:42 ***
IMG_0017.JPG added by Kevin Preiser on 09/18/2018 07:52:42

*** 09/18/2018 07:57:06 ***
IMG_0018.JPG added by Kevin Preiser on 09/18/2018 07:57:05

*** 09/18/2018 08:00:36 ***
Web - Note created on 09/18/2018 08:00:36 and created by Kevin Preiser
Attached photos of front cylinder head valve train and WRTY143. Vehicle had powertrain warranty per Web DCS. No external damage noted.

*** Web - Advice created on 09/18/2018 10:38:26 and created by Jerry Gossling ***
1: Kevin,
Thank you for the pictures and the information. Based off of your information the engine will need to be replaced. Please review Pitstop 539.

I noticed your dealer is DSA (Dealer Self Authorizing) This means the only person who needs to authorize this repair is your service manager.
NOTE, you don't need a PWA case so please don't open one.

Thank you

*** 10/03/2018 12:11:52 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced short block engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,011

Prod Date: 03/15/2013 **Warranty Start Date:** 06/29/2013

Dealer/Contact Data:

Dealer: CA301 John L. Sullivan's Roseville Kia

Phone: 8665225150 **FAX:** 9167831030

Contact: Paul Ella **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/17/2018 13:18:59 ***
Contact = Paul Ella, Priority = Standard, Sub Status = Dispatched

*** 09/17/2018 13:18:59 ***
Web - Problem Description created on 09/17/2018 13:18:59 and created by Paul Ella
The customer reports there is a coolant leak.

*** 09/17/2018 13:19:00 ***
Web - Diagnostics created on 09/17/2018 13:19:00 and created by Paul Ella
The car is very low on coolant. Filled cooling system and pressure check. Found leak at bank 2 , leaking between engine block and cylinder head. Found coolant in engine oil.

*** 09/17/2018 13:20:56 ***
153721562036418609305930381632 77.jpg added by Paul Ella on 09/17/2018 13:20:52

*** 09/17/2018 13:21:26 ***
Web - Note created on 09/17/2018 13:21:26 and created by Paul Ella
Attached Wrty 143

*** 09/17/2018 14:34:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 09/17/2018 14:36:40 and created by Frank Lusic ***
1: Hello Paul
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 09/18/2018 10:29:34 ***

Web - Note created on 09/18/2018 10:29:34 and created by Paul Ella
The cylinder head bolt threads are stripped out at the rear of bank 2.

*** Web - Advice created on 09/18/2018 10:33:59 and created by Frank Lusic ***
1: Thank you
The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/18/2018 10:35:47 ***
PWA has been authorized by Frank Lusic

*** 09/18/2018 10:35:47 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,633

Prod Date: 05/18/2013 **Warranty Start Date:** 01/26/2014

Dealer/Contact Data:

Dealer: IL074 World Kia Joliet

Phone: 8157252575 **FAX:** 8158468964

Contact: Pete Sustaita **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/20/2018 11:41:17 ***
Contact = Pete Sustaita, Priority = Standard, Sub Status = Dispatched

*** 09/20/2018 11:41:17 ***
Web - Problem Description created on 09/20/2018 11:41:17 and created by Pete Sustaita
VEHICLE IS OVERHEATING. PERFORM COMBUSTION LEAK CHECK WITH CONTRAST AND FOUND COMBUSTION GASES COMING THRU RADIATOR FILL NECK

*** 09/20/2018 11:41:18 ***
Web - Diagnostics created on 09/20/2018 11:41:18 and created by Pete Sustaita
KDS

*** 09/20/2018 11:42:23 ***
COMBUSTION CHECK.mp4 added by Pete Sustaita on 09/20/2018 11:41:18

*** 09/20/2018 12:23:52 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 09/20/2018 12:24:47 and created by Mike Ozonur ***
1: Prior to removing the cylinder heads please use a torque wrench and tighten the head bolts to 85ftlb see if the bolts will tighten or strip,
2: if OK then Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 09/24/2018 14:00:37 ***
Web - Note created on 09/24/2018 14:00:37 and created by Pete Sustaita
OUT OF THE 16 TOTAL HEAD BOLTS BETWEEN BOTH HEAD 13 OUT OF THE 16 STRIPPED WHEN ATTEMPTED TO TORQUE THEM DOWN. AT LEAST 4 OR 5 OF THEM CAME OUT WITH
CYLINDER BLOCK THREADS. 3 BOLTS ON BANK 2 HEAD WERE THE ONLY ONES THAT TORQUED TO 85FT-LBS.

*** Web - Advice created on 09/24/2018 15:31:02 and created by Mike Ozonur ***
1: OK thanks please remove the head bolts and attach a picture of the bolt to the case
2: please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO# mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks

*** 09/25/2018 06:13:47 ***
Web - Note created on 09/25/2018 06:13:47 and created by Pete Sustaita
attachments have been added

*** 09/25/2018 06:13:49 ***
head bolts.jpg added by Pete Sustaita on 09/25/2018 06:13:48

*** 09/25/2018 06:13:49 ***
alston signed.pdf added by Pete Sustaita on 09/25/2018 06:13:49

*** Web - Advice created on 09/25/2018 12:00:41 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/25/2018 12:01:00 ***
PWA has been authorized by Mike Ozonur

*** 09/25/2018 12:01:00 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,141

Prod Date: 03/16/2013 **Warranty Start Date:** 04/22/2013

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Eric Sandler **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System:

Component:

Resolution:

Case History

*** 09/24/2018 13:06:06 ***
Contact = Eric Sandler, Priority = Standard, Sub Status = Dispatched.

*** 09/24/2018 13:06:06 ***
Web - Problem Description created on 09/24/2018 13:06:06 and created by Eric Sandler
CUSTOMER BROUGHT THEIR CAR IN STATING THE ENGINE IS OVERHEATING. WHEN STARTING THE ENGINE COOLANT COME OUT THE RADIATOR

*** 09/24/2018 13:06:06 ***
Web - Diagnostics created on 09/24/2018 13:06:06 and created by Eric Sandler
.RADIATOR AND THE THERMOSTAT WERE REPLACED. RADIATOR WAS LEAKING. PERFORMED BLOCK TEST. BLOCK TEST WAS INCONCLUSIVE. REMOVED UPPER INTAKE AND ALL SPARK PLUGS. LOOKED IN ALL THE CYLINDERS WITH A CAMERA. CYLINDERS 2 AND 5 THE TOP OF THE PISTON LOOKS CLEANER THEN THE OTHER PISTONS. NO EXTERNAL LEAKS ON THE ENGINE. PRESSURE TEST SHOWED NO INTERNAL CYLINDER LEAKS.

*** 09/24/2018 13:06:38 ***
Web - Note created on 09/24/2018 13:06:38 and created by Eric Sandler
PWA CASE OPEN

*** 09/24/2018 13:58:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Phone - Advice created on 09/24/2018 14:04:37 and created by Eric Patterson ***
1: Thank you for calling in on the case, Please try and torque down the cylinder head bolts to 80 ft lbs and see if the bolts will hold, If not we will use the PWA case you have already opened for the block replacement. Please also measure the heads for warpage once removed so we know if the heads will need replaced.
2: Once we figure out if the bolts will hold, we can approve the case for the block replacement as the vehicle does have warranty as the original owner. Thanks Eric...

*** Service Alert Escalated to CA as: 12881413 on 09/25/2018 01:06:20 (PST)

*** 10/03/2018 05:05:54 ***
Web - Note created on 10/03/2018 05:05:54 and created by Eric Sandler
SORRY FOR THE DELAY. BEEN A LITTLE BUSY. REMOVED THE CAMS AND CHECKED THE TORQUE ON THE HEAD BOLTS. FOUND 2 HEAD BOLTS ON THE FRONT BANK THAT TURNED WHEN CHECKING THE TORQUE. THEY ARE THE 2 LOWER BOLTS NEAR THE FRONT OF THE ENGINE ON THE RIGHT SIDE OF THE CAR. THE HEAD BOLTS ON THE REAR BANK ARE OK.

*** Phone - Advice created on 10/03/2018 06:29:13 and created by Tony Thomas ***
1: Eric called in reporting the head bolts not torqueing. Advised to attach a photo of the full valve train, the head bolts with the threads pulled from the block and the WRTY143 engine core data form to the PWA case for warranty approval. Thank you.

*** Case has been auto closed by the system on 11/03/2018 01:08:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,391

Prod Date: 04/24/2014 **Warranty Start Date:** 10/09/2014

Dealer/Contact Data:

Dealer: CO037 Medved Kia

Phone: 3034210100 **FAX:** 3034631249

Contact: Chad Davis **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 09/26/2018 13:51:53 ***
Contact = Chad Davis, Priority = Standard, Sub Status = Dispatched

*** 09/26/2018 13:51:53 ***
Web - Problem Description created on 09/26/2018 13:51:53 and created by Chad Davis
Vehicle was overheating and has coolant leak.

*** 09/26/2018 13:51:53 ***
Web - Diagnostics created on 09/26/2018 13:51:53 and created by Chad Davis
Found head gasket leaking at bottom of cylinder head. Removed head to replace gasket and found one of the head bolts stripped the block out (all the threads from the block still on threads of bolt). I will not be able to torque the bolt, down properly so it will need an engine. See attached picture of bolt.

*** 09/26/2018 13:51:54 ***
1537995020347-942196124.jpg added by Chad Davis on 09/26/2018 13:51:53

*** 09/26/2018 13:51:55 ***
1537995072281-1195045071.jpg added by Chad Davis on 09/26/2018 13:51:54

*** 09/26/2018 14:43:22 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 09/26/2018 14:46:04 and created by Jay Jurado ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. If the vehicle falls under the PI1802 campaign, please be sure the update has been performed before releasing the vehicle back to the customer.

*** 09/26/2018 14:46:14 ***

PWA has been authorized by Jay Jurado

*** 09/26/2018 14:46:14 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,628

Prod Date: 02/19/2013 **Warranty Start Date:** 03/09/2013

Dealer/Contact Data:

Dealer: CA217 Allstar Kia

Phone: 9096642200 **FAX:** 9094559605

Contact: Ricardo Mendiola **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 09/20/2018 13:45:33 ***
Contact = Ricardo Mendiola, Priority = Standard, Sub Status = Dispatched

*** 09/20/2018 13:45:33 ***
Web - Problem Description created on 09/20/2018 13:45:33 and created by Ricardo Mendiola
CUSTOMER CONCERN COOLANT LEAKING HAD TO ADD COOLANT CONSTANTLY.

*** 09/20/2018 13:45:34 ***
Web - Diagnostics created on 09/20/2018 13:45:33 and created by Ricardo Mendiola
INSPECTED VEHICLE, FOUND COOLANT LEVEL IS LOW. USING COOLANT PRESSURE TESTER APPLIED PRESSURE TO COOLANT SYSTEM AND INSPECTED COOLANT LINES FOUND THAT THE HOSES AREN'T LEAKING INSPECTED THERMOSTAT HOUSING AND FOUND NO LEAKS , INSPECTED RADIATOR FOUND NO LEAK. FOUND LEAK COMING FROM IN BETWEEN ENGINE AND TRANSMISSION . WHAT DO YOU ADVISE?

*** 09/20/2018 14:43:24 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 09/20/2018 14:44:44 and created by Jay Jurado ***
1: Please perform engine block test as per TB022 , and update the case with your results when you have them.

*** Service Alert Escalated to CA as: 12877661 on 09/21/2018 01:06:05 (PST)

*** 09/26/2018 10:39:15 ***
Web - Note created on 09/26/2018 10:39:15 and created by Ricardo Mendiola
VEHICLE HAS A BLOWN HEAD GASKET COOLANT COMING OUT FROM THE CYLINDER HEAD 1 (FRONT OF THE ENGINE) REMOVED CAMSHAFTS AND FOUND THE HEAD BOLTS ARE ALL STRIPPED . WHAT DO YOU ADVISE?

*** Web - Advice created on 09/26/2018 13:49:05 and created by Jay Jurado ***

1: Please provide photos or a video of the condition for review

*** 09/26/2018 15:15:21 ***
Web - Note created on 09/26/2018 15:15:21 and created by Ricardo Mendiola
SENT video of head bolts stripped per request.

*** 09/26/2018 15:16:19 ***
20180926_144705.mp4 added by Ricardo Mendiola on 09/26/2018 15:15:21

*** Web - Advice created on 09/27/2018 09:11:39 and created by Jay Jurado ***
1: Thanks for the video. Recommend engine replacement at this time. Please attach a completed WRTY 143 form to this case for authorization.

*** 09/28/2018 08:41:41 ***
Web - Note created on 09/28/2018 08:41:41 and created by Ricardo Mendiola
Sent wrty143 core form per request.

*** 09/28/2018 08:41:43 ***
153814917940013676391O.jpg added by Ricardo Mendiola on 09/28/2018 08:41:41

*** Web - Advice created on 09/28/2018 11:50:54 and created by Jay Jurado ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. If the vehicle falls under the PI1802 campaign, please be sure the update has been performed before releasing the vehicle back to the customer.

*** 09/28/2018 11:52:36 ***
PWA Case created for RA Case 12877351 by Jay Jurado

*** 09/28/2018 13:20:50 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/03/2019 04:37:33 ***
Reopened with Sub Status of Working

*** 01/03/2019 04:37:46 ***
PWA has been authorized by Rob Levy

*** 01/03/2019 04:37:46 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

*** 01/03/2019 05:12:29 ***
Reopened with Sub Status of Working

*** 01/03/2019 05:12:37 ***
PWA has been authorized by Rob Levy

*** 01/03/2019 05:12:37 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,320

Prod Date: 02/16/2013 **Warranty Start Date:** 09/21/2013

Dealer/Contact Data:

Dealer: NM017 Pitre Kia

Phone: 5058994848 **FAX:** 5058996535

Contact: shane allen **Contact Title:** Customer Relations **Service District:** SW09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 10/01/2018 08:24:35 ***
Contact = shane allen, Priority = Standard, Sub Status = Dispatched

*** 10/01/2018 08:24:36 ***
Web - Problem Description created on 10/01/2018 08:24:35 and created by shane allen
customer stated the vehicle is overheating

*** 10/01/2018 08:24:36 ***
Web - Diagnostics created on 10/01/2018 08:24:36 and created by shane allen
confirmed customer complaint, found the coolant to be low. found the coolant leak to be coming from the head gasket. pics attached

*** 10/01/2018 08:24:39 ***
20181001_091656.jpg added by shane allen on 10/01/2018 08:24:36

*** 10/01/2018 08:24:42 ***
20181001_091717.jpg added by shane allen on 10/01/2018 08:24:39

*** 10/01/2018 08:41:47 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 10/01/2018 08:43:00 and created by Eric Patterson ***
1: Thank you for the attachments to the case.

Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

*** 10/02/2018 15:25:15 ***
Web - Note created on 10/02/2018 15:25:15 and created by shane allen
no metal in the ocv, found all the head bolt on the exh side of the head to be loose and the 2 bolts nearest to the leak to be stripped out. uploaded picture of the bolt.

*** 10/02/2018 15:25:17 ***
20181002_162220.jpg added by shane allen on 10/02/2018 15:25:15

*** Web - Advice created on 10/02/2018 16:06:09 and created by Eric Patterson ***
1: Thank you for the update to the case.
2: Please add a picture of the bolt with the threads to the case and the PWA 143 for to the case, thanks

*** 10/03/2018 07:13:19 ***
Web - Note created on 10/03/2018 07:13:19 and created by shane allen
pics uploaded

*** 10/03/2018 07:13:24 ***
20181003_081201.jpg added by shane allen on 10/03/2018 07:13:19

*** Web - Advice created on 10/03/2018 08:02:27 and created by Eric Patterson ***
1: Thank you for the PWA form attached.
2: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 10/03/2018 08:03:52 ***
PWA Case created for RA Case 12887994 by Eric Patterson

*** Web - Advice created on 10/03/2018 08:08:12 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/03/2018 08:46:32 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,655

Prod Date: 04/20/2013 **Warranty Start Date:** 06/25/2013

Dealer/Contact Data:

Dealer: MN014 Luther Kia of Bloomington

Phone: 9522588400 **FAX:** 9524650121

Contact: Cody Wahlstrom **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** 10/09/2018 06:47:32 ***
Contact = Cody Wahlstrom, Priority = Standard, Sub Status = Dispatched

*** 10/09/2018 06:47:32 ***
Web - Problem Description created on 10/09/2018 06:47:32 and created by Cody Wahlstrom
customer states the vehicle is over heating

*** 10/09/2018 06:47:32 ***
Web - Diagnostics created on 10/09/2018 06:47:32 and created by Cody Wahlstrom
found coolant leaking from front head back left corner. removed valve cover and found head bolt stripped out.

*** 10/09/2018 07:30:23 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin defaults

*** Web - Advice created on 10/09/2018 07:32:57 and created by Sam Camarillo ***
1: please pull a valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

*** 10/09/2018 10:28:54 ***
Web - Note created on 10/09/2018 10:28:54 and created by Cody Wahlstrom
Photos uploaded

*** 10/09/2018 10:28:56 ***
20181009_132540.jpg added by Cody Wahlstrom on 10/09/2018 10:28:54

*** 10/09/2018 10:28:57 ***
20181009_132544.jpg added by Cody Wahlstrom on 10/09/2018 10:28:56

*** Web - Advice created on 10/09/2018 10:56:01 and created by Sam Camarillo ***

1: Thanks for the pictures.
Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) TO THIS CASE to proceed. Please follow the guidelines in PS561 to ensure it is filled out correctly.

*** 10/09/2018 13:16:49 ***
Web - Note created on 10/09/2018 13:16:49 and created by jeremy nelson
vehicle is outside factory warranty, vehicle is a cpo vehicle. Looking to give info to cpo warranty for concern of engine failure.

*** Web - Advice created on 10/09/2018 13:46:29 and created by Sam Camarillo ***
1: OK good catch, I just looked at warranty start date you are correct. The engine will need to be replaced due to the stripped head bolt. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** Service Alert Escalated to CA as: 12872321 on 10/10/2018 01:03:03 (PST)
*** 10/10/2018 05:50:20 ***
Web - Note created on 10/10/2018 05:50:20 and created by jeremy nelson
Do we know what caused the head bolt to strip out? The claim is going to KIA CPO and they need a failure.
Thanks.

*** Web - Advice created on 10/10/2018 05:53:31 and created by Sam Camarillo ***
1: Overheating lifts the head and causes the bolt to pull.

*** 10/10/2018 06:25:58 ***
Web - Note created on 10/10/2018 06:25:58 and created by jeremy nelson
Do we know what caused the vehicle to overheat and create this concern?

*** Web - Advice created on 10/10/2018 06:32:08 and created by Sam Camarillo ***
1: At this point it would be hard to tell without thorough inspection. T-stat, low coolant level, leaky hose, faulty coolant fan etc. are all items that would need to be inspected to find a root cause.

*** 10/10/2018 07:16:04 ***
Web - Note created on 10/10/2018 07:16:04 and created by jeremy nelson
What about the threads pulling from the block? This would be the 5th car we have seen where the threads pulled from the engine block and after repair of the engine there are no external leaks and the cooling system operates as designed.

*** Web - Advice created on 10/10/2018 08:08:42 and created by Sam Camarillo ***
1: Apparently the head bolts pull easier than other engines when overheated, we have thousands of these engines in service. If the problem was seriously widespread we would be seeing a TSB or SA come out.

*** 10/24/2018 06:58:41 ***
Web - Note created on 10/24/2018 06:58:41 and created by jeremy nelson
Found threads pulled from cylinder block, no signs of overheating, heads are not warped. Replacing engine assy through cpo warranty, please close case. Service Manager

*** 10/24/2018 07:03:32 ***
Case closed by Tony Thomas with Resolution Code : Damaged Component
[Resolution Summary]
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,239

Prod Date: 02/18/2013 **Warranty Start Date:** 05/14/2013

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: Jon Boivin **Contact Title:** Shop Foreman **Service District:** EA02

Case Details:

Case Title: Engine - Overheats # oil and coolant mixing

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: short block, heads, timing

Case History

*** 10/09/2018 11:56:47 ***
Contact = Jon Boivin, Priority = Standard, Sub Status = Dispatched

*** 10/09/2018 11:56:47 ***
Web - Problem Description created on 10/09/2018 11:56:47 and created by Jon Boivin
Vehicle towed in. Overheated. No anti-freeze in system.

*** 10/09/2018 11:56:47 ***
Web - Diagnostics created on 10/09/2018 11:56:47 and created by Jon Boivin
Pressure test cooling system and found head gaskets leaking coolant. Oil is a milky light brown color. Removed Valve covers and milky oil is throughout the engine even up in intake manifold. also has cylinder 2 and cylinder 6 misfires present.

*** 10/09/2018 12:50:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/09/2018 12:51:16 and created by Brian Lall ***
1: Thanks for the information. Please take pictures showing the source of the leaks from the head gaskets and of the condition of the valve train. Then check to see if any of the head bolts around the area of the leaks are loose. Let me know what you find. Thanks.

*** 10/10/2018 07:07:53 ***
Web - Note created on 10/10/2018 07:07:53 and created by Jon Boivin
Pictures submitted. Bank 2 head gasket was leaking, and I found all the head bolts are loose.

*** 10/10/2018 07:07:56 ***
contaminated oil.jpg added by Jon Boivin on 10/10/2018 07:07:53

*** 10/10/2018 07:07:58 ***
coolant leaking.jpg added by Jon Boivin on 10/10/2018 07:07:56

*** 10/10/2018 07:08:00 ***
pointing to leak.jpg added by Jon Boivin on 10/10/2018 07:07:58

*** 10/10/2018 07:08:03 ***
Valve train bank 1.jpg added by Jon Boivin on 10/10/2018 07:08:00

*** 10/10/2018 07:08:06 ***
Valve train bank 2.jpg added by Jon Boivin on 10/10/2018 07:08:04

*** 10/10/2018 07:08:09 ***
Valve covers.jpg added by Jon Boivin on 10/10/2018 07:08:06

*** Web - Advice created on 10/10/2018 07:59:11 and created by Brian Lall ***
1: Thanks for all the pictures and for the information. Please attach the WRTY 143 PWA form to this case. My recommendation is to replace the engine after getting PWA approval if needed. Please verify if the vehicle has a valid power train warranty. If it does have a valid warranty, Techline can now create a PWA case automatically from the repair assistance case once all information is provided so you do not need to do it. Thanks.

*** 10/10/2018 08:43:51 ***
Web - Note created on 10/10/2018 08:43:51 and created by Jon Boivin
Engine core data sheet attached

*** 10/10/2018 08:43:51 ***
ENGINE CORE DATA PWA - QK06074.tif added by Jon Boivin on 10/10/2018 08:43:51

*** 10/10/2018 09:19:12 ***
PWA Case 12899291 created by Brian Lall

*** Web - Advice created on 10/10/2018 09:19:40 and created by Brian Lall ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
If you no longer need any assistance, please close this case and take the technician survey. Thanks.

*** 11/09/2018 08:04:18 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: short block, heads, timing cover etc.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,795

Prod Date: 03/26/2013 **Warranty Start Date:** 04/11/2013

Dealer/Contact Data:

Dealer: IL081 O'Brien Kia of Bloomington

Phone: 3096641222 **FAX:** 3096613061

Contact: Jeromy Williams **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 10/10/2018 09:07:45 ***
Contact = Jeromy Williams, Priority = Standard, Sub Status = Dispatched

*** 10/10/2018 09:07:45 ***
Web - Problem Description created on 10/10/2018 09:07:45 and created by Jeromy Williams
Customer brought vehicle to us stating a weird squeaking noise and coolant leaking

*** 10/10/2018 09:07:46 ***
Web - Diagnostics created on 10/10/2018 09:07:46 and created by Jeromy Williams
Found blown LH head gasket, with vehicle in air can see lots of coolant and oil has been leaking, Squeaking noise is coming from rear upper head, possible oil contamination has caused damage to cams/ bearings very loud squeaking under load/throttle, Used block tester and found combustion gasses in coolant, oil cap also has lots of white on it and the oil filler neck indicating oil contamination,

I'm guessing by this point in the damage that the vehicle will need a new engine, Please let me know if any further diag is required or if i need to do a pwa or different repair, Thanks

*** 10/10/2018 09:07:51 ***
20181010_104245.jpg added by Jeromy Williams on 10/10/2018 09:07:46

*** 10/10/2018 09:07:57 ***
20181010_104250.jpg added by Jeromy Williams on 10/10/2018 09:07:52

*** 10/10/2018 09:08:02 ***
20181010_104255.jpg added by Jeromy Williams on 10/10/2018 09:07:57

*** 10/10/2018 09:08:07 ***
20181010_104302.jpg added by Jeromy Williams on 10/10/2018 09:08:02

*** 10/10/2018 09:08:58 ***

block tester.mp4 added by Jeromy Williams on 10/10/2018 09:08:07

*** 10/10/2018 09:09:32 ***
valve train noise.mp4 added by Jeromy Williams on 10/10/2018 09:08:58

*** 10/10/2018 09:20:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 10/10/2018 09:27:16 and created by Eric Patterson ***
1: Perfect Jeremy, Thanks for all the attachments to the case.

Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: I have a feeling the block has been compromised. If the vehicle is under warranty, the heads will need removed for inspection. But we will need to torque down the head bolts to 80 Ft lbs and see if the head bolts are stripped in the block especially near the affected cylinder. If they are please let me know. Then we will need to measure the heads for warpage.
3: Or if you find and cam cap damage please add it to the case so I can recommend a long block. But we will need to tell the rebuilders if the block is damaged before sending it back.

*** 10/10/2018 11:18:23 ***
Web - Note created on 10/10/2018 11:18:23 and created by Jeromy Williams
Customer is original owner with 10/100 I am working on pulling valve cover off now to check cam caps, If no damage there i will start pulling heads off and torquing head bolts to check for block damage on head bolt threads.

*** 10/10/2018 11:47:27 ***
Web - Note created on 10/10/2018 11:47:27 and created by Jeromy Williams
Uploading pictures of exhaust cam cap, This is the cap on the exhaust cam furthest to the drivers side of engine, this is where to me it sounded like the squeaking noise was coming from, all 4 pictures are of the same cap, I was trying to give a good view because i don't know how good the pictures come through on your end, But the cap looks scored to me

*** 10/10/2018 11:47:29 ***
20181010_133931.jpg added by Jeromy Williams on 10/10/2018 11:47:27

*** 10/10/2018 11:47:33 ***
20181010_133936.jpg added by Jeromy Williams on 10/10/2018 11:47:29

*** 10/10/2018 11:47:36 ***
20181010_133940.jpg added by Jeromy Williams on 10/10/2018 11:47:33

*** 10/10/2018 11:47:39 ***
20181010_133946.jpg added by Jeromy Williams on 10/10/2018 11:47:36

*** 10/10/2018 11:49:12 ***
20181010_133516.jpg added by Jeromy Williams on 10/10/2018 11:49:08

*** 10/10/2018 12:51:45 ***
Web - Note created on 10/10/2018 12:51:45 and created by Jeromy Williams
Also just drained oil out of engine and there was alot of brass bearing looking material in the oil

*** Web - Advice created on 10/10/2018 13:51:38 and created by Eric Patterson ***
1: Thank you do you have any pictures of the brass in the engine oil?
3: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

Once the PWA form is added I WILL CREATE THE PWA CASE AND APPROVE IT FOR YOU. Please do not open a PWA case on your own…

*** 10/10/2018 14:04:43 ***
Web - Note created on 10/10/2018 14:04:43 and created by Jeromy Williams
No i don't have photos of it, My camera phone wont focus good enough in my oil bucket to see the fine pieces, I will upload

warranty form in the morning when my manager is here to sign it

*** Web - Advice created on 10/10/2018 14:22:50 and created by Eric Patterson ***
1: No problem, thanks Jeromy

*** 10/11/2018 07:59:31 ***
Web - Note created on 10/11/2018 07:59:30 and created by Jeromy Williams
Uploading signed warranty form

*** 10/11/2018 07:59:35 ***
20181011_095634.jpg added by Jeromy Williams on 10/11/2018 07:59:31

*** Web - Advice created on 10/11/2018 08:22:13 and created by Eric Patterson ***
1: Thank you for the PWA form attached.

*** 10/11/2018 08:23:21 ***
PWA Case 12900525 created by Eric Patterson

*** Web - Advice created on 10/11/2018 08:25:03 and created by Eric Patterson ***
1: Your PWA case Number is #12900525
2: I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the vehicle is repaired after replacement please complete the survey if you have a chance and close the case. Thanks again

*** 10/11/2018 09:57:29 ***
Web - Note created on 10/11/2018 09:57:29 and created by Jeromy Williams
Am I approved to order a long block or short block? in this tech case you mentioned recommending a long block, but the faulty part listed on the PWA was short block, So just want to be clear on what i am allowed to order Thanks

*** Web - Advice created on 10/11/2018 10:01:03 and created by Eric Patterson ***
1: If a long block is available, with the small metal particles, I will recommend the long block be ordered if available. If the long block is not available, please see PS539.
2: If the heads will need replaced pleas estipulate why on the repair order and replace the oil pump, cvvt's OCV and the cams. PS539 will explain, TY

*** Case has been auto closed by the system on 11/11/2018 01:06:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,104

Prod Date: 05/01/2013 **Warranty Start Date:** 06/06/2013

Dealer/Contact Data:

Dealer: MD058 Darcars Kia of Frederick

Phone: 3016961200 **FAX:** 3016962014

Contact: Curtis Toms **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/02/2018 06:11:03 ***
Contact = Curtis Toms, Priority = Standard, Sub Status = Dispatched

*** 10/02/2018 06:11:03 ***
Web - Problem Description created on 10/02/2018 06:11:03 and created by Curtis Toms
C/S CAR IS RUNNING VERY HOT

*** 10/02/2018 06:11:03 ***
Web - Diagnostics created on 10/02/2018 06:11:03 and created by Curtis Toms
PRESURE TESTED COOLING SYSTEM FOUND BANK 1 HEAD GASKET IS LEAKING OUTSIDE OF HEAD GASKET .I WAS TOLD TO OPEN CASE UP TO SEE WHAT REPAIRES TO DO HEAD GASKET OR SOMERHING ELSE MORE THANK YOU

*** 10/02/2018 06:29:13 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/02/2018 06:29:31 and created by Steven Okimura ***
1: Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.
Try torqueing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced. If this is the case, attach an engine core data form and I will create a PWA case for you.

*** 10/03/2018 06:51:36 ***
Web - Note created on 10/03/2018 06:51:36 and created by Curtis Toms
We TRYED TIGHTING UP HEAD BOLTS STILL SAME PROBLEM

*** 10/03/2018 06:51:39 ***
153857445311170996772.jpg added by Curtis Toms on 10/03/2018 06:51:36

*** Web - Advice created on 10/03/2018 07:37:12 and created by Steven Okimura ***

1: Just to be clear, did the head bolts fail to torque down and continue to turn?

*** 10/03/2018 08:00:42 ***
Web - Note created on 10/03/2018 08:00:42 and created by Curtis Toms
Some OF BOLTS TIGHTEN DOWN BUT 3 OF THEM IN BACK DIDN'T JUST TURNS

*** Web - Advice created on 10/03/2018 08:15:50 and created by Steven Okimura ***
1: Techline now has the ability to create a new PWA case based on the information in a repair assistance case so you will not need to do so. (See pitstop PS561) Complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required), check the repair type 'Warranty', KU Technician ID, Techline case #, signed and dated by the technician and service manager. See Pitstop PS561. Thanks
2:
Valve train verified.

*** 10/10/2018 07:53:29 ***
153918312153855574060 2.jpg added by Curtis Toms on 10/10/2018 07:53:28

*** 10/10/2018 09:46:36 ***
PWA Case created for RA Case 12889351 by Steven Okimura

*** 10/10/2018 10:35:18 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,821

Prod Date: 05/01/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: TX076 Pete's Car Smart Kia

Phone: 8063511122 **FAX:** 8063512317

Contact: Jerry Gage **Contact Title:** Exclusive Kia Technician **Service District:** SW09

Case Details:

Case Title: Engine Mechanical # Head Bolts loose - Case for warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/11/2018 08:59:28 ***
Contact = Jerry Gage, Priority = Standard, Sub Status = Dispatched

*** 10/11/2018 08:59:28 ***
Web - Problem Description created on 10/11/2018 08:59:28 and created by Jerry Gage
vehicle is overheating when stopped

*** 10/11/2018 08:59:28 ***
Web - Diagnostics created on 10/11/2018 08:59:28 and created by Jerry Gage
checked coolant, was low filled with coolant ,confirmed complaint, found coolant was being pushed into resovoir and leaking out, air bubbles were coming out of resovoir, have had issues with head bolts pulling out of block before , lifted vehicle and could see the lh head leaking , removed valve cover to check head bolts in area of leak, found the head bolts at cyl 2 and 4 had pulled out , was told to start case to confirm engine replacement, thanks

*** 10/11/2018 09:07:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/11/2018 09:08:35 and created by David Finkelstein ***
1: Use engine core worksheet form 143 dated 11-1-2016. Attach core form to this case with 2 signatures, R.O #, Mileage, and Dated at bottom of the form.

*** 10/11/2018 11:34:20 ***
15392828201541321961641.jpg added by Jerry Gage on 10/11/2018 11:34:17

*** 10/11/2018 11:34:41 ***
Web - Note created on 10/11/2018 11:34:41 and created by Jerry Gage
Pwa sent

*** Web - Advice created on 10/11/2018 11:48:21 and created by David Finkelstein ***
1: Based on the information provided, we recommend that you replace the short block engine on this vehicle as outlined in the

shop manual. Replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/12/2018 07:19:49 ***
PWA has been authorized by David Finkelstein

*** 10/12/2018 07:19:49 ***
Case closed by David Finkelstein with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,306

Prod Date: 09/13/2013 **Warranty Start Date:** 01/29/2014

Dealer/Contact Data:

Dealer: VA058 Brown's Manassas Kia

Phone: 7033318080 **FAX:** 5713583638

Contact: Brandon Campbell **Contact Title:** Technician Trainee **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/16/2018 12:37:59 ***
Contact = Brandon Campbell, Priority = Standard, Sub Status = Dispatched

*** 10/16/2018 12:37:59 ***
Web - Problem Description created on 10/16/2018 12:36:34 and created by Brandon Campbell
Car came in overheating

*** 10/16/2018 12:37:59 ***
Web - Diagnostics created on 10/16/2018 12:36:34 and created by Brandon Campbell
Pulled both cylinder heads and found both head gaskets were blown and head bolt thread in block stripped out

*** 10/16/2018 12:50:04 ***
153971934452440871963 7.jpg added by Brandon Campbell on 10/16/2018 12:50:00

*** 10/16/2018 13:45:08 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/16/2018 13:46:33 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available replace the short block and follow TSB ENG190 best practices for engine component re-use guidelines to build a long block. You are a DSA A status dealer and no Techline PWA case is required. Please close the case when the repairs are completed or if no further assistance is required. Thank you.

*** 10/31/2018 14:39:28 ***
Case closed by Tony Thomas with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,534

Prod Date: 09/13/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: FRANCIS LE **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/23/2018 08:51:36 ***
Contact = FRANCIS LE, Priority = Standard, Sub Status = Dispatched

*** 10/23/2018 08:51:37 ***
Web - Problem Description created on 10/23/2018 08:51:37 and created by FRANCIS LE
Customer states vehicle consumes coolant and has taken over a gallon and a half recently and no sign of leak.

*** 10/23/2018 08:51:37 ***
Web - Diagnostics created on 10/23/2018 08:51:37 and created by FRANCIS LE
Verified customer concern and found radiator is half full. During inspection found that bank 1 head gasket is leaking coolant and oil. Performed block test and analyzed the substance and found hydrocarbon in the cooling system. I have attached some pictures on the head gasket. Please advise

*** 10/23/2018 08:51:39 ***
IMG_0532.JPG added by FRANCIS LE on 10/23/2018 08:51:37

*** 10/23/2018 08:51:42 ***
IMG_0533.JPG added by FRANCIS LE on 10/23/2018 08:51:39

*** 10/23/2018 09:32:30 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/23/2018 09:34:49 and created by Frank Lusic ***
1: Hello Francis
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 10/23/2018 12:51:07 ***

Web - Note created on 10/23/2018 12:51:06 and created by FRANCIS LE
with 19.5 ftlb on bank 1, cylinder bolt 1 and 8 is spinning and will not get tight

*** Web - Advice created on 10/23/2018 13:48:25 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

Do not break the ear off of the engine block

2: also
Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Please remove the cylinder heads and inspect for warped heads by using a precision straight edge, if the head/heads are warped more than specification they too will need to be replaced

*** 10/23/2018 14:10:44 ***
Web - Note created on 10/23/2018 14:10:44 and created by FRANCIS LE
I have attached the PWA form to the case

*** 10/23/2018 14:10:45 ***
Scan181023140633.pdf added by FRANCIS LE on 10/23/2018 14:10:44

*** Web - Advice created on 10/23/2018 14:27:45 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/23/2018 14:28:17 ***
PWA Case 12914566 created by Frank Lusic

*** 10/23/2018 14:28:49 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,012

Prod Date: 09/10/2013 **Warranty Start Date:** 04/05/2014

Dealer/Contact Data:

Dealer: NY112 Healey Kia

Phone: 8455657033 **FAX:** 8455657349

Contact: Anthony Stevens **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # Prior Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Denied

Case History

*** 10/23/2018 10:25:34 ***
Contact = Anthony Stevens, Priority = Standard, Sub Status = Dispatched

*** 10/23/2018 10:25:34 ***
Web - Problem Description created on 10/23/2018 10:25:34 and created by Anthony Stevens
VEHICLE IS OVERHEATING , LEAKING HEAD GASKET BANK ONE

*** 10/23/2018 10:25:34 ***
Web - Diagnostics created on 10/23/2018 10:25:34 and created by Anthony Stevens
REMOVED BANK ONE CYLINDER HEAD , FOUND 5 CYLINDER BOLTS LOOSE , REPLACED HEAD GASKET AND PLACED CYLINDER BACK ON BLOCK , WENT TO TORQUE HEAD BOLTS DOWN AND FOUND THAT THE FIVE LOOSE BOLTS WERE DUE TO THE THREADS COMING OUT OF THE ENGINE BLOCK , REMOVED THE BOLTS AND THE THREADS CAME OUT WITH THE BOLTS CONTACTED DPSM AND AUTH AS A GOODWILL REPLACEMENT

*** 10/23/2018 10:42:43 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/23/2018 10:43:59 and created by Jerry Gossling ***
1: Anthony,
Tech line does not authorize goodwill repairs. This is only done by the DPSM. I will be closing this case and denying the claim.
Thank you

*** 10/23/2018 10:45:15 ***
PWA has been denied by Jerry Gossling

*** 10/23/2018 10:45:15 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Denied

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,351

Prod Date: 09/20/2013 **Warranty Start Date:** 01/16/2014

Dealer/Contact Data:

Dealer: LA044 Barker Kia

Phone: 9858791990 **FAX:** 9858791741

Contact: Joshua Martin **Contact Title:** Dual Technician **Service District:** SW04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/03/2018 12:01:30 ***
Contact = Joshua Martin, Priority = Standard, Sub Status = Dispatched

*** 10/03/2018 12:01:30 ***
Web - Problem Description created on 10/03/2018 12:01:30 and created by Joshua Martin
vehicle came in for over heating .. found vehicle gallon and a half low on coolant. found signs of dried coolant near reservoir jug

*** 10/03/2018 12:01:30 ***
Web - Diagnostics created on 10/03/2018 12:01:30 and created by Joshua Martin
filled vehicle up with coolant and no leaks were found.. after running vehicle with purge tank found allot of bubbles coming from coolant system,, test drove vehicle and found it starting to over heat and push coolant out of reservoir. found cooling fans in good operation

*** 10/03/2018 12:28:28 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin defaults

*** Web - Advice created on 10/03/2018 12:34:37 and created by Sam Camarillo ***
1: I have seen leaks around the cylinder to block mating areas. If you inspected there and If none found do a block test and report findings

*** 10/03/2018 13:00:19 ***
Web - Note created on 10/03/2018 13:00:18 and created by Joshua Martin
no leaks found on engine, test showed that combustion gasses are present in cooling system.

*** Web - Advice created on 10/03/2018 13:12:30 and created by Sam Camarillo ***
1: Please check the head bolts for looseness. see if you can torque any easily accessible to 45-50 lbs

*** 10/05/2018 11:44:58 ***
Web - Note created on 10/05/2018 11:44:58 and created by Joshua Martin

i have to remove timing cover, chains and all 4 camshafts to access bolts.. found all bolts torqued over 55 lbs

*** Web - Advice created on 10/05/2018 11:58:10 and created by Sam Camarillo ***
1: OK that is unusual as I normally see a couple loose ones due to pulled threads cause the gasket to go. Pressurize the system and see if you get any coolant leaking into a cylinder, this way we will have an idea which ones are potentially loose.

*** 10/08/2018 11:59:44 ***
Web - Note created on 10/08/2018 11:59:44 and created by Joshua Martin
after reinstalling that take assy , i refilled coolant system with coolant and pressurized system. let sit for 1 hour and inspected inside of cylinders with bore scope. found coolant in both middle cylinders on both banks..should i remove head and send to machine shop to inspect for warped??

*** Web - Advice created on 10/08/2018 13:03:56 and created by Sam Camarillo ***
1: Do you see any scoring in the cylinders from the coolant leak? If so we can stop there. If OK then get approval to pull head and send out.

*** 10/09/2018 07:18:38 ***
Web - Note created on 10/09/2018 07:18:38 and created by Joshua Martin
not visible with bore scope, poor picture quality will further inspect when heads are removed.. will seek dpsm approval

*** Web - Advice created on 10/09/2018 08:39:19 and created by Sam Camarillo ***
1: OK thanks, keep me posted.

*** 10/24/2018 06:46:50 ***
Web - Note created on 10/24/2018 06:46:50 and created by Joshua Martin
received heads from machine shop heads checked ok for war-page and they preformed valve job and replaced all valve stem seals ... when attempting to reinstall heads pulled 2 sets of threads

*** Web - Advice created on 10/24/2018 07:00:14 and created by Tony Thomas ***
1: Please attach a photo of the bolts with the threads and if warranty is valid, attach a copy of the required WRTY143 engine core data form (PS561) and a PWA will be generated for you. The form must be filled out (all available sections) and signed and dated by the service manager and technician.

*** 10/25/2018 07:01:36 ***
ROGERS.pdf added by Joshua Martin on 10/25/2018 07:01:36

*** 10/25/2018 07:01:38 ***
IMG_5214.JPG added by Joshua Martin on 10/25/2018 07:01:37

*** Web - Advice created on 10/25/2018 07:12:58 and created by Tony Thomas ***
1: Based on the information provided, I recommend that you replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available replace the short block and follow TSB ENG190 best practices for engine component re-use guidelines to build a long block. I have generated a PWA case for you. Please validate the vehicle warranty and the PWA will be auto approved. If you do not validate the warranty, you do not have approval to replace the engine. Please close the repair assistance case if no further assistance is required. Thank you.

*** 10/25/2018 07:13:23 ***
PWA Case created for RA Case 12891633 by Tony Thomas

*** 10/30/2018 08:13:26 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,843

Prod Date: 11/04/2014 **Warranty Start Date:** 12/01/2014

Dealer/Contact Data:

Dealer: NY124 Kia of White Plains

Phone: 9142226222 **FAX:** 9142226223

Contact: Marlon Aveiga **Contact Title:** Cashier **Service District:** EA04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/27/2018 12:06:17 ***
Contact = Marlon Aveiga, Priority = Standard, Sub Status = Dispatched

*** 10/27/2018 12:06:18 ***
Web - Problem Description created on 10/27/2018 08:22:15 and created by Marlon Aveiga
car overheating

*** 10/27/2018 12:06:18 ***
Web - Diagnostics created on 10/27/2018 08:32:15 and created by Marlon Aveiga
tech duplicated engine overheating, no DTC'S found, passed cooling pressure test, engine has an oil and coolant leak on the head gasket, and coolant is contaminated with oil, there is also a clicking sound coming from the valve cover behind the air intake. all pics are attached to the case, please advise!!

*** 10/27/2018 12:13:32 ***
20181027_150825.jpg added by Marlon Aveiga on 10/27/2018 12:13:30

*** 10/27/2018 12:21:17 ***
20181027_133923.jpg added by Marlon Aveiga on 10/27/2018 12:21:15

*** 10/27/2018 12:21:18 ***
20181027_134415.jpg added by Marlon Aveiga on 10/27/2018 12:21:17

*** 10/27/2018 12:46:11 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 10/27/2018 12:48:38 and created by Jay Jurado ***
1: Please attach a video of the engine failing a block test with the VIN for documentation.

*** 10/31/2018 11:42:01 ***
20181031_143624.mp4 added by Marlon Aveiga on 10/31/2018 11:41:21

*** 10/31/2018 11:45:06 ***
Web - Note created on 10/31/2018 11:45:06 and created by Marlon Aveiga
i just upload a small video of the engine failing block test please advise!

*** 10/31/2018 13:13:58 ***
Web - Note created on 10/31/2018 13:13:58 and created by Marlon Aveiga
updated!!

*** Web - Advice created on 10/31/2018 15:07:14 and created by Jay Jurado ***
1: Thanks for the video. Warranty is requesting a photo of the valvetrain condition for further review.

*** Service Alert Escalated to CA as: 12611778 on 11/01/2018 01:03:02 (PST)
*** 11/01/2018 09:19:41 ***
Web - Note created on 11/01/2018 09:19:40 and created by Marlon Aveiga
Updated!! Picture sent

*** 11/01/2018 09:19:45 ***
154108901613317466457 58.jpg added by Marlon Aveiga on 11/01/2018 09:19:41

*** Web - Advice created on 11/01/2018 10:15:37 and created by Jay Jurado ***
1: Thanks for the valvetrain photo. Please attach a completed WRTY 143 form for engine authorization.

*** 11/01/2018 12:10:11 ***
Web - Note created on 11/01/2018 12:10:10 and created by Marlon Aveiga
Pwa upload

*** 11/01/2018 12:10:14 ***
154109922162137648 4401.jpg added by Marlon Aveiga on 11/01/2018 12:10:11

*** Web - Advice created on 11/01/2018 13:08:40 and created by Jay Jurado ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/01/2018 13:11:04 ***
PWA Case 12925391 created by Jay Jurado

*** 11/12/2018 10:21:48 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]

*** 11/23/2018 10:49:48 ***
Case Number: XXXXXXXX Reopen Requested by Marlon Aveiga.
Reason: [removed heads of vehicle, send heads to machine shop and the heads have excessive wear & bad camshaft]

*** 11/23/2018 10:52:20 ***
Reopen Denied by Jay Jurado
Reason: Please get DPSM authorization on new parts.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,081

Prod Date: 09/14/2013 **Warranty Start Date:** 11/12/2013

Dealer/Contact Data:

Dealer: CA175 Future Kia

Phone: 5592946300 **FAX:** 5592910798

Contact: MARK GOMEZ **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/12/2018 09:04:57 ***
Contact = mark gomez, Priority = Standard, Sub Status = Dispatched

*** 10/12/2018 09:04:57 ***
Web - Problem Description created on 10/12/2018 08:48:48 and created by mark gomez
CUSTOMER STATES CAR OVER HEATING AND COOLANT LEAKING TEMP WENT ALL THE WAY INTO RED. WAS HERE LAST WEEK WE REPLACED THERMOSTAT ASSEMBLY AND FLUSH COOLANT SYSTEM DUE TO WRONG COOLANT. VEHICLE HAD DEXCOOL (ORANGE) COOLANT. AND PERFORMED COOLANT SYSTEM PRESSURE TEST.(PASSED)

*** 10/12/2018 09:04:57 ***
Web - Diagnostics created on 10/12/2018 08:58:48 and created by mark gomez
VERIFIED CUSTOMER CONCERN FOUND COOLANT IS LEAKING BETWEEN CYLINDER HEAD AND THERMOSTAT HOUSING SEAL. PERFORMED A COOLANT PRESSURE TEST AT 16 PSI. HELD PRESSURE FOR 5 MINUTES. PERFORMED A BLOCK TEST AND HAD A FAILED RESULT. POSSIBLE BLOWN HEAD GASKET OR CRACK HEAD OR BLOCK PLEASE ADVISE

*** 10/12/2018 09:12:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 10/12/2018 09:13:07 and created by Brian Lall ***
1: Please take pictures showing the source of the leak you found between the head and thermostat housing. I am a little confused, how did you verify a leak then find that the pressure held at 16psi. Please do a pressure test for at least 20-30 mins and note if you can verify an external leak.

*** 10/12/2018 11:23:14 ***
Web - Note created on 10/12/2018 11:23:14 and created by mark gomez
THE VERY FIRST TIME IT CAME IN I PERFORMED A COOLANT PRESSURE TEST AND FOUND THERMOSTAT HOUSING WAS CRACKED AND LEAKING COOLANT. AFTER REPAIR I PERFORMED A COOLANT PRESSURE TEST AND VERIFIED NO LEAKS WAS PRESENT. JUST PERFORMED A COOLANT PRESSURE TEST AND LET HOLD FOR 30

MIN AND HELD AT 16 PSI. SENT PICTURE OF THERMOSTAT HOUSING TOP VIEW, IT IS VERY DIFFICULT TO SENT PICTURE OF BOTTOM OF HOUSING (TIGHT FIT). SEEMS IF COOLANT SYSTEM IS BUILDING PRESSURE AND FINDING ITS WAY PASSED SEALS.

*** 10/12/2018 11:24:38 ***
20181012_111827.jpg added by mark gomez on 10/12/2018 11:24:36

*** 10/12/2018 11:24:40 ***
20181012_111816.jpg added by mark gomez on 10/12/2018 11:24:38

*** 10/12/2018 11:24:42 ***
20181012_111230.jpg added by mark gomez on 10/12/2018 11:24:40

*** Web - Advice created on 10/12/2018 13:52:06 and created by Brian Lall ***
1: I know the block test failed but to determine if the problem is on one bank or both banks, perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** Service Alert Escalated to CA as: 12902769 on 10/13/2018 01:07:15 (PST)

*** 10/22/2018 13:36:59 ***
Web - Note created on 10/22/2018 13:36:59 and created by mark gomez
ABOUT TO PREFORM A LEAK DOWN TEST AND NOTICE COOLANT LEAKING BETWEEN CYLINDER HEAD BANK1 AND BLOCK. SENT VIDEO

*** 10/22/2018 13:37:26 ***
20181022_132808.mp4 added by mark gomez on 10/22/2018 13:36:59

*** Web - Advice created on 10/23/2018 06:03:29 and created by Brian Lall ***
1: Thanks for the video. I can see the coolant leak but it is hard to determine if it is coming from the head gasket or a component above it or on the back of the head and running along the head gasket edge and then down. Are you sure it is from the head gasket?

*** 10/23/2018 08:07:19 ***
Web - Note created on 10/23/2018 08:07:19 and created by mark gomez
I DOUBLE CHECKED COOLANT LEAK AND YES ITS COMING FROM THAT AREA BETWEEN CYLINDER HEAD AND BLOCK. I ALSO NOTICE COOLANT RESIDUE ON CAT. CONVERTER AND O2 SENSOR AND ON SIDE OF CYLINDER HEAD AND STARTER.

*** Web - Advice created on 10/23/2018 08:49:11 and created by Brian Lall ***
1: Please get authorization to remove the head from your DPSM, but before removing it check all the head bolts especially in the area around the leak and if you find any that are loose note if they have the threads from the block on them when they are removed or if they will tighten up or just continue to spin note it in the case and if you can see any damage take pictures for documentation and attach them to the case. Thanks.

*** 10/24/2018 10:10:16 ***
Web - Note created on 10/24/2018 10:10:16 and created by mark gomez
WHEN VALVE COVER WAS REMOVED FOUND COOLANT MIXED WITH OIL ON COVER INDICTING MORE THAN LIKELY BLOWN HEADGASKET. CAN THESE PHOTOS BE USED TO APPROVE LONG BLOCK REPLACEMENT. ON THESE V6 MODELS TO REMOVE A CYLINDER HEAD I HAVE TO REMOVE INTAKE MANIFOLD AND TIMING COVER AND TIMING CHAIN IF MOTOR GETS APPROVE AFTER THIS TEARDOWN I WOULD HAVE TO PUT EVERYTHING BAVK TOGETHER IN ORDER FOR ME TO REMOVE LONG BLOCK (DOUBLE THE WORK). PLEASE ADVISE

*** 10/24/2018 10:10:20 ***
20181024_095655.jpg added by mark gomez on 10/24/2018 10:10:16

*** 10/24/2018 10:10:23 ***
20181024_095744.jpg added by mark gomez on 10/24/2018 10:10:20

*** 10/24/2018 10:10:26 ***
20181024_100936.jpg added by mark gomez on 10/24/2018 10:10:23

*** Web - Advice created on 10/24/2018 10:56:49 and created by Brian Lall ***
1: If you can get to any of the head bolts check if they are loose at all and let me know what you find. Thanks.

*** 10/24/2018 11:44:30 ***
Web - Note created on 10/24/2018 11:44:30 and created by mark gomez
I CANT REMOVE HEAD BOLTS WITHOUT REMOVING TIMING FRONT COVER TO GET TO TENSIONER IN ORDER TO REMOVE CAMSHAFTS

*** Web - Advice created on 10/25/2018 07:40:34 and created by Brian Lall ***
1: The question isn't if the head gasket needs to be removed, it is if the engine needs to be replaced or if it can be repaired. Please inspect all the cylinders with a bore scope for any damage and note if any damage is found or if there is coolant in one or more cylinders. If the engine has a lot of build up from the oil and coolant mixing, please attach pictures showing that to the case as well. Thanks.

*** 10/29/2018 13:22:34 ***
Web - Note created on 10/29/2018 13:22:33 and created by mark gomez
UPON REMOVAL OF CYLINDER HEAD FOUND ONE HEAD STUD LOOSE WHICH IS THE ONE LOCATED RIGHT WERE COOLANT IS LEAKING. HEAD BOLT HAS BACKED OUT. STUD IS HAND TIGHT, DID NOT SEE ANY SIGNS OF COOLANT IN CYLINDERS. SLIGHT OIL AND COOLANT RESIDUE ON BOTH VALVE COVER. NO SIGHS OF OIL AND COOLANT MIXING IN OIL. POSSIBLE HEAD GASKET REPLACEMENT. PLEASE ADVISE

*** 10/29/2018 15:39:08 ***
Web - Note created on 10/29/2018 15:39:08 and created by mark gomez
FOUND HEADGASKET BLOWN AT LOWER RIGHT HAND CORNER

*** 10/29/2018 15:39:10 ***
20181029_153648.jpg added by mark gomez on 10/29/2018 15:39:08

*** 10/29/2018 15:39:13 ***
20181029_153708.jpg added by mark gomez on 10/29/2018 15:39:10

*** Web - Advice created on 10/30/2018 08:59:58 and created by Brian Lall ***
1: Thanks for the information and the pictures. When you removed the bolt that was loose did any threads from the block come out? Please check if that bolt will start to tighten or if it just spins and if will tighten check the head and block deck surface for warping. Let me know what you find. Thanks.

*** 10/30/2018 12:07:28 ***
Web - Note created on 10/30/2018 12:07:28 and created by mark gomez
NO TREADS CAME OUT FROM THE BLOCK BUT TRIED TO RE TORQUE BOLT AND FOUND THAT IT STARTS TO TIGHTEN AND SLIGHTLY GET LOOSE AND WELL NOT HOLD DOWN TORQUE.

*** Web - Advice created on 10/30/2018 13:59:55 and created by Brian Lall ***
1: Please attach the WRTY 143 PWA form to this case. My recommendation is to replace the engine after getting PWA approval if needed. Please verify if the vehicle has a valid power train warranty. If it does have a valid warranty, Techline can now create a PWA case automatically from the repair assistance case once all information is provided, so you do not need to do it. Thanks.

*** 10/30/2018 15:00:40 ***
20181030_145944.jpg added by mark gomez on 10/30/2018 15:00:38

*** 10/31/2018 05:59:24 ***
PWA Case created for RA Case 12901876 by Brian Lall

*** Web - Advice created on 10/31/2018 05:59:38 and created by Brian Lall ***
1: I have created this PWA case, you will need to respond to the notification e-mail that you got when it was created. You will need to determine if the warranty is valid. Once you do that the case will be closed and approved if it is valid, if you cannot validate the warranty the case will be closed and denied. Thanks.

*** 10/31/2018 07:58:48 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,549

Prod Date: 09/16/2013 **Warranty Start Date:** 11/09/2013

Dealer/Contact Data:

Dealer: CA248 Momentum Kia

Phone: 7076517000 **FAX:** 7076381859

Contact: Souta Saephan **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/30/2018 10:58:13 ***
Contact = Souta Saephan, Priority = Standard, Sub Status = Dispatched

*** 10/30/2018 10:58:13 ***
Web - Problem Description created on 10/30/2018 10:58:13 and created by Souta Saephan
Customer states that vehicle overheats and head gasket is leaking.

*** 10/30/2018 10:58:13 ***
Web - Diagnostics created on 10/30/2018 10:58:13 and created by Souta Saephan
Verified concern vehicle is overheating and the bank 2 head does have coolant dried up on the right side. I road tested and came back and coolant leaked all over the top of transmission and the coolant housing has dried coolant all over it. Vehicle has had the coolant housing assy. replaced. I performed the block test and the fluid turned yellow. I attached a photo.

*** 10/30/2018 10:58:14 ***
test.jpg added by Souta Saephan on 10/30/2018 10:58:13

*** 10/30/2018 11:45:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 10/30/2018 11:47:30 and created by Jay Jurado ***
1: Thanks for the photo. Please attach a photo of the valvetrain condition for further review.

*** 10/30/2018 12:49:23 ***
Web - Note created on 10/30/2018 12:49:23 and created by Souta Saephan
I attached photos of the bank 2 valve cover and valvetrain.

*** 10/30/2018 12:49:25 ***
cover.jpg added by Souta Saephan on 10/30/2018 12:49:23

*** 10/30/2018 12:49:28 ***

valvetrain.jpg added by Souta Saephan on 10/30/2018 12:49:25

*** 10/30/2018 12:49:31 ***
valvetrain2.jpg added by Souta Saephan on 10/30/2018 12:49:28

*** Web - Advice created on 10/30/2018 14:33:23 and created by Jay Jurado ***
1: Thanks for the photos. Based on your information, recommend replacing the engine at this time. Please attach a completed WRTY 143 form for authorization.

*** 10/30/2018 15:20:48 ***
Web - Note created on 10/30/2018 15:20:48 and created by Souta Saephan
I attached the completed WRTY 143 form.

*** 10/30/2018 15:20:50 ***
pwa.jpg added by Souta Saephan on 10/30/2018 15:20:48

*** Web - Advice created on 10/31/2018 08:18:37 and created by Jay Jurado ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/31/2018 08:19:02 ***
PWA Case created for RA Case 12922402 by Jay Jurado

*** 10/31/2018 09:59:24 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,780

Prod Date: 11/19/2014 **Warranty Start Date:** 03/02/2015

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: George Kammerle **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced engine block

Case History

*** 11/05/2018 07:07:55 ***
Contact = George Kammerle, Priority = Standard, Sub Status = Dispatched

*** 11/05/2018 07:07:56 ***
Web - Problem Description created on 11/05/2018 07:07:55 and created by George Kammerle
no heat, temp gauge went all the way to hot.

*** 11/05/2018 07:07:56 ***
Web - Diagnostics created on 11/05/2018 07:07:56 and created by George Kammerle
Added 1 gallon of coolant to rad. Rad and over flow both smell like fuel. I have non stop bubbles in the rad. Pressure tested the cooling system and it will not hold pressure. There are no external leaks visable. Also looks like the over flow lid popped off and sprayed coolant all over the right side of car. I removed the intake and the rear valve cover and found that 3 of the head bolts on the exhaust side are stripped. Free spinning in the block.

*** 11/05/2018 07:57:39 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/05/2018 08:01:05 and created by Jerry Gossling ***
1: George called in and stated the engine is overheating. The head bolts will not maintain a torque indicating the bolt holes in the cylinder block are stripped out. I recommended to replace the engine per Pitstop 539 and informed George his dealer is DSA and does not require a PWA case. So I will not be generating one.

*** 11/29/2018 07:01:18 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced engine block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,245

Prod Date: 07/08/2014 **Warranty Start Date:** 02/04/2015

Dealer/Contact Data:

Dealer: IA011 Billion Kia of Sioux City

Phone: 7122445050 **FAX:** 7122445051

Contact: TYLER HOPPE **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/07/2018 06:11:34 ***
Contact = TYLER HOPPE, Priority = Standard, Sub Status = Dispatched

*** 11/07/2018 06:11:35 ***
Web - Problem Description created on 11/07/2018 06:11:34 and created by TYLER HOPPE
Vehicle has white smoke coming from exhaust using oil and coolant

*** 11/07/2018 06:11:35 ***
Web - Diagnostics created on 11/07/2018 06:11:35 and created by TYLER HOPPE
Verified customer concern checked oil level found coolant in oil scanned systems retrieved code p0301 removed cylinder one spark plug found cylinder full of coolant while removing cylinder found that four of the eight cylinder head bolts stripped out in cylinder block causing failure

*** 11/07/2018 06:11:36 ***
15415998634572090082529.jpg added by TYLER HOPPE on 11/07/2018 06:11:35

*** 11/07/2018 06:34:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 11/07/2018 06:40:27 and created by Mike Ozonur ***
1: Please provide a picture of the valve train,
Provide a picture of the head bolts showing then stripped and with threads on them, thanks

*** 11/07/2018 06:58:35 ***
154160249663383765745l.jpg added by TYLER HOPPE on 11/07/2018 06:58:34

*** 11/07/2018 06:58:37 ***
15416026802961554166 88.jpg added by TYLER HOPPE on 11/07/2018 06:58:35

*** 11/07/2018 08:34:22 ***

Web - Note created on 11/07/2018 08:34:21 and created by TYLER HOPPE
PICTURES SENT

*** 11/07/2018 11:58:46 ***
Web - Note created on 11/07/2018 11:58:46 and created by Jeremy Allen
any updates on this case?

*** Web - Advice created on 11/07/2018 14:05:29 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/07/2018 14:05:49 ***
PWA has been authorized by Mike Ozonur

*** 11/07/2018 14:05:49 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,577

Prod Date: 09/06/2013 **Warranty Start Date:** 01/03/2014

Dealer/Contact Data:

Dealer: MI024 Summit Place Kia

Phone: 2486826002 **FAX:** 2486826558

Contact: Timothy Reamer **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/06/2018 09:27:19 ***
Contact = Timothy Reamer, Priority = Standard, Sub Status = Dispatched

*** 11/06/2018 09:27:19 ***
Web - Problem Description created on 11/06/2018 09:27:19 and created by Timothy Reamer
cust statesvehicle smells like coolant. and also her heat is not working.

*** 11/06/2018 09:27:19 ***
Web - Diagnostics created on 11/06/2018 09:27:19 and created by Timothy Reamer
inspected and found coolant very low. added and press tested system. upon start up strong smell of coolant from tailpipe. also noticed traces of leak along edge of rear head gasket.

*** 11/06/2018 09:46:17 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/06/2018 09:47:49 and created by Frank Lusic ***
1: Hello Timothy
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 11/07/2018 11:47:31 ***
Web - Note created on 11/07/2018 11:47:31 and created by Timothy Reamer
removed cams on rear head. two bolts in rear of head near firewall loose. attempted to tighten and bolt stripped out.

*** Web - Advice created on 11/07/2018 11:59:28 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case

Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 11/07/2018 12:40:53 ***
Web - Note created on 11/07/2018 12:40:52 and created by Timothy Reamer
added wrty143

*** 11/07/2018 12:40:53 ***
6100770[1].jpg added by Timothy Reamer on 11/07/2018 12:40:53

*** Web - Advice created on 11/07/2018 12:52:23 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/07/2018 12:52:53 ***
PWA Case created for RA Case 12930409 by Frank Lusic

*** 11/07/2018 14:08:30 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,529

Prod Date: 09/04/2013 **Warranty Start Date:** 11/27/2013

Dealer/Contact Data:

Dealer: ID015 Kendall Kia

Phone: 2084677000 **FAX:** 2082493701

Contact: Jason Church **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 11/12/2018 08:20:12 ***
Contact = Jason Church, Priority = Standard, Sub Status = Dispatched

*** 11/12/2018 08:20:12 ***
Web - Problem Description created on 11/12/2018 08:20:12 and created by Jason Church
Customer states that the engine overheated again and coolant reservoir is empty

*** 11/12/2018 08:20:12 ***
Web - Diagnostics created on 11/12/2018 08:20:12 and created by Jason Church
So this vehicle originally came in for this concern and I saw that the coolant crossover was leaking so I replaced all related gaskets and thermostat. Filled coolant and drove vehicle and it is no longer overheating. Now the vehicle is back overheating again and I saw that there was an external head gasket leak and a piece of the black on the head gasket was sticking out. I pressure tested the cooling system and it seems to be leaking right there. I was going to replace just the head gaskets for the external leak but when I removed the valve cover there is a lot of inter-mix and there is coolant on the dipstick. I have attached a picture of the valve cover.

*** 11/12/2018 08:20:15 ***
20181112_085421.jpg added by Jason Church on 11/12/2018 08:20:12

*** 11/12/2018 09:00:12 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/12/2018 09:02:36 and created by Frank Lusic ***
1: Hello Jason
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 11/12/2018 11:40:08 ***

Web - Note created on 11/12/2018 11:40:08 and created by Jason Church
OK so I loosened all the cylinder head bolts and on both heads, 4 of the 8 bolts were not a tight as the others. I went to tightened them and they do not torque to spec. they just spin.

*** Web - Advice created on 11/12/2018 11:51:23 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 11/12/2018 12:08:25 ***
Web - Note created on 11/12/2018 12:08:25 and created by Jason Church
I have attached the WRTY143 form.. .signed.

*** 11/12/2018 12:08:26 ***
2018_11_12 1_04 PM Office Lens.jpg added by Jason Church on 11/12/2018 12:08:25

*** Web - Advice created on 11/12/2018 12:40:10 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/12/2018 12:40:39 ***
PWA Case 12937518 created by Frank Lusic

*** 11/12/2018 12:41:13 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** Service Alert Escalated to CA as: 12937922 on 11/13/2018 01:04:33 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,904

Prod Date: 01/13/2014 **Warranty Start Date:** 08/16/2014

Dealer/Contact Data:

Dealer: TX107 Beck & Masten Kia

Phone: 2815391111 **FAX:** 2816553099

Contact: Derick Fuentes **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/01/2018 09:56:18 ***
Contact = Derick Fuentes, Priority = Standard, Sub Status = Dispatched

*** 11/01/2018 09:56:18 ***
Web - Problem Description created on 11/01/2018 09:56:18 and created by Derick Fuentes
customer states the vehicle keeps running hot, and the coolant level keeps going low, after the vehicle is turned off the fan keeps running.

*** 11/01/2018 09:56:18 ***
Web - Diagnostics created on 11/01/2018 09:56:18 and created by Derick Fuentes
Verified that the coolant was low inside the radiator. Proceeded to purge cooling system and could not. Preformed block test and it has failed.

*** 11/01/2018 10:08:21 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/01/2018 10:11:31 and created by Frank Lusic ***
1: Hello Derick
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 11/13/2018 09:27:19 ***
Web - Note created on 11/13/2018 09:27:19 and created by Derick Fuentes
Started removing bolts and found threads with bolt

*** 11/13/2018 09:27:24 ***
1542129892239138870305 5.jpg added by Derick Fuentes on 11/13/2018 09:27:20

*** Web - Advice created on 11/13/2018 09:56:58 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 11/13/2018 10:34:27 ***
15421340464833179073 43.jpg added by Derick Fuentes on 11/13/2018 10:34:22

*** Web - Advice created on 11/13/2018 11:10:25 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/13/2018 11:11:12 ***
PWA Case created for RA Case 12925015 by Frank Lusic

*** 11/13/2018 11:31:18 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,237

Prod Date: 04/25/2014 **Warranty Start Date:** 05/30/2014

Dealer/Contact Data:

Dealer: WV014 Freedom Kia of Clarksburg

Phone: 3045667830 **FAX:** 3045667829

Contact: Alvie Watson **Contact Title:** Technician Trainee **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 11/14/2018 14:54:02 ***
Contact = Alvie Watson, Priority = Standard, Sub Status = Dispatched

*** 11/14/2018 14:54:02 ***
Web - Problem Description created on 11/14/2018 14:45:51 and created by Alvie Watson
vehicle was towed in. customer reported hearing a loud pop, saw white smoke and antifreeze starting leaking.

*** 11/14/2018 14:54:02 ***
Web - Diagnostics created on 11/14/2018 14:45:51 and created by Alvie Watson
found upper radiator hose exploded as well as the water pump making a noise. during replacement of those parts found coolant mixed with oil in the water pump jacket. after finding that i moved to replacing the head gaskets, head bolts and components concerning head gasket replacement. once i began removing the head bolts i noticed that two of the rear head bolts on the RH head where not tight and i seen alittle debris on the bolt. i cleaned it up and began to put it back together and those same two head bolts would not tighten. i then removed the new bolt to see what the issue was and the threads where full of aluminum. i understand vehicle is still under factory power train warranty and i was wondering as to what steps should be taken. i fear that those two bolt holes for the head will not be the only ones with a issue due the pressure that caused the failure. i believe the pressure in the coolant system caused the factory bolts to pull the threads.

*** 11/14/2018 16:05:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 11/14/2018 16:05:51 and created by Eric Patterson ***
1: Please add a video of the bolts stripped in the block.
Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.
3: Once the attachment(s) and the WRTY 143 Engine Core form are added I WILL CREATE THE PWA CASE AND APPROVE IT FOR YOU. .. Please do not open a PWA case on your own…

*** Service Alert Escalated to CA as: 12941392 on 11/15/2018 01:06:11 (PST)

*** 11/15/2018 05:43:33 ***
Web - Note created on 11/15/2018 05:43:33 and created by Alvie Watson
I attached the requested information. However I could not get my KU ID because the site was down.

*** 11/15/2018 05:43:36 ***
20181115_083122.jpg added by Alvie Watson on 11/15/2018 05:43:34

*** 11/15/2018 05:44:40 ***
20181115_080935.mp4 added by Alvie Watson on 11/15/2018 05:43:36

*** 11/15/2018 07:37:08 ***
Web - Note created on 11/15/2018 07:37:08 and created by Alvie Watson
Any updates?

*** Web - Advice created on 11/15/2018 08:18:59 and created by Eric Patterson ***
1: TY for the update. I can see the threads are compromised in the block. Thank you for the PWA form attached.

*** 11/15/2018 08:20:38 ***
PWA Case created for RA Case 12941182 by Eric Patterson

*** Web - Advice created on 11/15/2018 08:21:07 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/15/2018 10:40:08 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,339

Prod Date: 08/05/2013 **Warranty Start Date:** 11/09/2013

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115 **FAX:** 3365459842

Contact: Tom Michel **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 11/14/2018 07:32:44 ***
Contact = tom michel, Priority = Standard, Sub Status = Dispatched

*** 11/14/2018 07:32:44 ***
Web - Problem Description created on 11/14/2018 07:30:36 and created by tom michel
Customer states that heater is back to blowing cold air, check and advise.

*** 11/14/2018 07:32:44 ***
Web - Diagnostics created on 11/14/2018 07:30:36 and created by tom michel
Vehicle came in 2 weeks ago for same concern. During first visit I checked coolant level and inspected vehicle for leaks. Coolant reservoir was empty and low in radiator. I pressured tested system at 15 psi for approximately 30 minutes, pressure remained and did not drop. Did not find any evidence of a leak either. Refilled and bled air from cooling system. Verified heat operation, customer left with vehicle. Performed same tests today and found reservoir empty and low in radiator. Pressure did not hold and found coolant coming from front engine head gasket. I can visually see evidence of leakage coming down and back around transmission and subframe/cradle.

*** 11/14/2018 08:25:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/14/2018 08:29:34 and created by Tony Thomas ***
1: Remove the valve covers and torque check the head bolts for pulling the threads from the block.

*** 11/15/2018 12:54:35 ***
Web - Note created on 11/15/2018 12:54:35 and created by tom michel
Removed necessary components to access head bolts. Checked all head bolts' torque hold, on front engine found one head bolt stripped and unable to tighten.

*** Web - Advice created on 11/15/2018 13:57:25 and created by Tony Thomas ***
1: Attach a photo of the head bolts with the threads from the block. If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form (PS561). The form must be filled out (all available sections)

and signed and dated by the service manager and technician.

*** 11/15/2018 15:10:20 ***
Web - Note created on 11/15/2018 15:10:20 and created by tom michel
Attached requested pictures.

*** 11/15/2018 15:10:24 ***
20181115_173131.jpg added by tom michel on 11/15/2018 15:10:20

*** 11/15/2018 15:10:28 ***
154232329332625819455662098594 9.jpg added by tom michel on 11/15/2018 15:10:24

*** Web - Advice created on 11/16/2018 06:23:37 and created by Tony Thomas ***
1: Based on the information provided, I recommend that you replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available replace the short block and follow TSB ENG190 best practices for engine component re-use guidelines to build a long block. I have generated a PWA case for you. Please validate the vehicle warranty and the PWA will be auto approved. If you do not validate the warranty, you do not have approval to replace the engine. Please close the repair assistance case if no further assistance is required. Thank you.

*** 11/16/2018 06:24:06 ***
PWA Case created for RA Case 12940177 by Tony Thomas

*** Web - Advice created on 11/27/2018 07:25:19 and created by Tony Thomas ***
1: You have not validated the warranty and you do not have approval to replace this engine. Please open the PWA case and check the warranty validation box to complete the approval process. Thank you.

*** Email - Advice created on 11/28/2018 10:59:12 and created by Tony Thomas ***
1: Sent to: 'spevey@battlegroundkia.com' Vaughn, Jason [KMA] <JVaughn@Kiausa.com>
PWA Case created for RA Case 12940177 by Tony Thomas
You have not validated the warranty and you do not have approval to replace this engine. Please open the PWA case and check the warranty validation box to complete the approval process. Thank you.

*** 11/30/2018 06:56:21 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,546

Prod Date: 09/18/2013 **Warranty Start Date:** 10/09/2013

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: Ramiro Soto **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/16/2018 11:56:25 ***
Contact = Ramiro Soto, Priority = Standard, Sub Status = Dispatched

*** 11/16/2018 11:56:25 ***
Web - Problem Description created on 11/16/2018 11:56:25 and created by Ramiro Soto
THE CUSTOMER STATES THE VEHICLE WAS OVER HEATING

*** 11/16/2018 11:56:26 ***
Web - Diagnostics created on 11/16/2018 11:56:25 and created by Ramiro Soto
I COULDN'T VERIFY THE CUSTOMERS OVER HEATING CONCERN. I FOUND THE COOLING SYSTEM LOW. I TOPPED OFF THE COOLING SYSTEM, GOT THE ENGINE TO OPERATING TEMP, CHECKED FOR COMBUSTION GASES IN THE COOLING SYSTEM, PRESSURE TESTED FOR LEAKS AND CHECKED THE COOLING FANS FOR PROPER OPERATION. I FOUND SIGNS OF A LEAK AT BANK 2 REAR CORNER OF THE CYLINDER HEAD. CURRENTLY NOT LEAKING, JUST WHAT APPEARS TO BE OLD COOLANT. THE ENGINE IS CURRENTLY OPERATING AS DESIGNED, BUT HAS LEAKED COOLANT AT SOME POINT. NO IM NOT SURE IS IF I SHOULD REPLACE HEAD GASKETS OR LONG BLOCK.

*** 11/16/2018 12:23:41 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/16/2018 12:25:44 and created by Greg Phillips ***
1: Make sure there is no external cause for the overheat first. Cooling fans blocked or inop, etc. The, if you have coolant leaking externally from that head gasket, I would pull that valve cover and check the head bolts that you can reach without removing the camshafts and see if any of them are loose and cannot be torqued down.

*** 11/16/2018 15:36:32 ***
Web - Note created on 11/16/2018 15:36:32 and created by Ramiro Soto
I CANT PUT A SOCKET ON THE LOWEST CORNER HEAD BOLT WHERE THE LEAK IS BECAUSE OF THE CAM POSITION RELUCTER.

*** Web - Advice created on 11/19/2018 06:49:24 and created by Greg Phillips ***
1: Did you check the other bolts that you can reach though? They are all holding their torque? And did you find any combustion gasses in the coolant when you ran your block test earlier? Have you asked the customer if somebody else has been working on this recently? Perhaps that coolant is from an earlier repair and it was not refilled and bled properly?

*** 11/19/2018 10:07:57 ***
Web - Note created on 11/19/2018 10:07:57 and created by Ramiro Soto
THERE WAS NO COMBUSTION GASES IN THE COOING SYSTEM, THE TWO HEAD BOLTS THAT I COULD TORQUE WERE TIGHT AND THE VEHICLE WAS IN 14K MILES AGO FOR AN OVER HEATING CONCERN THAT WAS DUE TO LOW COOLANT CAUSED BY RODENT DAMAGE TO COOLANT HOSES. OUR NOTES INDICATED THERE WASN'T COMBUSTION GASES IN THE COOLING SYSTEM AT THE TIME. I DID FIND WHAT LOOKS LIKE SIGNS OF COOLANT GETTING IN THE OIL ON THE VALVE COVER. NOT SLUDGE LOOKS MILKY.

*** 11/19/2018 10:47:08 ***
Web - Note created on 11/19/2018 10:47:08 and created by Ramiro Soto
Sent in pictures

*** 11/19/2018 10:47:09 ***
7E8F527A-BC5B-4368-9D01-E02B465545FE.jpeg added by Ramiro Soto on 11/19/2018 10:47:08

*** 11/19/2018 10:47:10 ***
image.jpg added by Ramiro Soto on 11/19/2018 10:47:09

*** Web - Advice created on 11/19/2018 11:33:59 and created by Greg Phillips ***
1: Have you put a bore scope into the cylinders to see if there is any visible cylinder wall or piston damage? You might apply light pressure to the cooling system when you do this, to see if any cracks become visible. And can you also give me a photo of the valve train?

*** 11/19/2018 13:58:47 ***
9429CE3E-0F06-463C-8E9E-DD71AD711B03.jpeg added by Ramiro Soto on 11/19/2018 13:58:43

*** 11/19/2018 13:58:50 ***
126B988A-02DE-4FBF-92EC-9EA6386D9F95.jpeg added by Ramiro Soto on 11/19/2018 13:58:47

*** 11/19/2018 14:06:55 ***
Web - Note created on 11/19/2018 14:06:55 and created by Ramiro Soto
I DON'T SEE ANY DAMAGE BUT THE IS SOME MOISTURE AT THE HEAD BLOCK DECK SURFACE IN CYLINDER 6. ALL OTHERS ARE DRY WITH 14 PSI APPLIED TO THE COOLING SYSTEM. THERE ISN'T MUCH FOR SLUDGE/SIGNS OF C COOLANT CONTAMINATION TO THE VALVE TRAIN.

*** Web - Advice created on 11/19/2018 14:46:04 and created by Greg Phillips ***
1: Not really puddling severely in the cylinder though?

*** 11/19/2018 14:55:49 ***
Web - Note created on 11/19/2018 14:55:49 and created by Ramiro Soto
NO NOT REALLY. THE TOP OF THE PISTON WAS DRY. JUST THE MOISTURE YOU SEE THERE.

*** Web - Advice created on 11/20/2018 07:09:25 and created by Greg Phillips ***
1: Ok, so you definitely have enough evidence to suspect a blown head gasket, but not enough to suspect a damaged engine. You did have what appeared to be some moisture in the valve cover, but it was light. There didn't appear to be any in the valve train, though there were some spots that looked like they might have been a little bit washed. You definitely have some washed pistons, but not enough coolant puddling in the cylinders to say it likely has a bent rod (coolant does not compress). And the head bolts you can reach appear to be tight. There is one more thing I would check before moving on to removing the head. I would check for coolant in the crank case, and how much if any. How is the oil level on this? Does it seem overfilled? I would pull the drain plug and see how much water comes out, if any, before the oil actually starts to drain. If there is no coolant in the crank case, I would move on to removing the head, with DPSM authorization, to further inspect the cylinders and pistons, and measure the head and block for warpage. If you find any loose head bolts once the cam shafts are removed, same as before see if they can be torqued. If they cannot, please stop and let me know.

*** 11/21/2018 08:43:58 ***

Web - Note created on 11/21/2018 08:43:58 and created by Ramiro Soto
THE OIL LEVEL IS AT THE FULL MARK AND I DRAINED THE OIL AND FOUND A SLIGHT HAZE OF IN THE OIL NOT TO CAUSE DAMAGE TO THE BEARINGS. ILL GET DPSM AUTHORIZATION TO PULL HEADS.

*** Web - Advice created on 11/21/2018 11:00:31 and created by Greg Phillips ***
1: Thank you.

*** 12/03/2018 14:17:45 ***
Web - Note created on 12/03/2018 14:17:45 and created by Ramiro Soto
I REMOVED THE ENGINE TO REMOVED THE CYLINDER HEAD AND FOUND THE REAR CORNER HEAD BLOT WAS VERY EASY TO BREAK LOSE AND THE THREADS CAME WITH THE HEAD BOLT. THE SHORT BLOCK WILL NEED REPLACEMENT.

*** 12/03/2018 14:20:51 ***
Web - Note created on 12/03/2018 14:20:50 and created by Ramiro Soto
Sent in head bolt picture

*** 12/03/2018 14:20:53 ***
5680F0AF-F2EF-42CA-8447-00CEC4C261F4.jpeg added by Ramiro Soto on 12/03/2018 14:20:51

*** Web - Advice created on 12/03/2018 14:54:31 and created by Greg Phillips ***
1: Please be sure to check for head warpage or damage. Attach a completed and signed core data sheet to this case.

*** 12/04/2018 10:18:41 ***
E5B70A80-4DEE-4BA2-8C51-04422F714F00.jpeg added by Ramiro Soto on 12/04/2018 10:18:38

*** 12/04/2018 10:18:46 ***
Web - Note created on 12/04/2018 10:18:46 and created by Ramiro Soto
THE CYLINDER HEAD IS NOT WARPED AND I SENT IN PWA PICTURE.

*** 12/04/2018 12:23:06 ***
PWA Case 12962408 created by Greg Phillips

*** Web - Advice created on 12/04/2018 12:23:40 and created by Greg Phillips ***
1: I have generated a PWA case, 12962408, for you. Please validate the vehicle warranty, in the new PWA case, so the PWA can be approved. Then please close this case and fill out the survey.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures, after you validate the warranty in the new PWA case and receive approval. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Case has been auto closed by the system on 01/04/2019 01:10:50 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,360

Prod Date: 03/26/2013 **Warranty Start Date:** 04/22/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: gustavo Carreon **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Stalling # Case for warranty authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/16/2018 15:05:06 ***
Contact = Phil Ramirez, Priority = Standard, Sub Status = Dispatched

*** 08/16/2018 15:05:06 ***
Web - Problem Description created on 08/16/2018 15:05:06 and created by Phil Ramirez
customer states while driving vehicle stalled out 3 times, lack of acceleration no more than 20mph was able to restart but kept dying out.

*** 08/16/2018 15:05:06 ***
Web - Diagnostics created on 08/16/2018 15:05:06 and created by Phil Ramirez
performed system test on battery, alternator and starter and all came back no problem, pulled codes and nothing came up. Test drove vehicle for 17 miles and no stall, once i brought back vehicle to my stall i had it sit for 5 mins and drove it to parking lot and vehicle stalled and check engine light, engine oil light and key light came on but no codes still.

*** 08/16/2018 16:11:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 08/16/2018 16:14:04 and created by Eric Patterson ***
1: Do those light normally come on when the engine is cut off?
2: Is the throttle body dirty? Does it need cleaned and the idle reset?

*** 08/16/2018 16:26:17 ***
Web - Note created on 08/16/2018 16:26:16 and created by Phil Ramirez
yes only those 3 lights come on, throttle body is clean

*** Web - Advice created on 08/16/2018 16:29:31 and created by Eric Patterson ***
1: Please road test and try to duplicate the problem, if the engine goes into limp mode there should be some DTC stored in the system.

*** 08/20/2018 11:54:40 ***

Web - Note created on 08/20/2018 11:54:40 and created by Phil Ramirez
I have another vehicle with the same problem same year and model, wanted to request fly recorder.

*** Web - Advice created on 08/20/2018 13:00:48 and created by Eric Patterson ***
1: I see the air intake and the Baro sensor codes are stored, was that caused by testing? If not p[lease check the connector @ C532

*** 08/20/2018 14:12:39 ***
Web - Note created on 08/20/2018 14:12:38 and created by Phil Ramirez
yes it was caused by testing

*** Web - Advice created on 08/20/2018 14:45:24 and created by Eric Patterson ***
1: I will send the flight recorder information to you. Please check your email. I need the Dealership form emailed back. Thanks Phil

*** Web - Advice created on 08/20/2018 14:47:29 and created by Eric Patterson ***
1: Please note there are two forms attached to this email one titled Customer-Dealer Flight Recorder Consent and the other KMA-Dealer Flight Recorder Consent. The Customer-Dealer consent form is a legal contract between your dealer and the customer and needs to be included with the flight recorder when it's returned back to Techline (This form is not needed in order to send out the Flight Recorder). The KMA-Dealer form is a legal contract between KMA and your dealer and must be received by Techline before the Flight Recorder can be sent to your dealer. Please email all completed KMA-Dealer consent forms to: mgoldwasser@kiausa.com.

*** Web - Advice created on 08/20/2018 14:49:34 and created by Eric Patterson ***
1: I included the Service Manager Amy in the email so you both have the forms.

*** Web - Advice created on 08/22/2018 14:11:59 and created by Michael Goldwasser ***
1: Flight recorder dispatched to the dealer.

*** Service Alert Escalated to CA as: 12843731 on 08/24/2018 01:04:48 (PST)
*** Web - Advice created on 09/04/2018 14:03:35 and created by David Brisky ***
<For Internal Use Only
Received Flight recorder back with no recordings on it>

*** Web - Advice created on 09/04/2018 14:12:37 and created by David Brisky ***
<For Internal Use Only
No VCI 2 ot trigger was in the box called service manager>

*** Web - Advice created on 09/06/2018 07:14:47 and created by David Brisky ***
1: Received Flight recorder back with no recordings on it

*** Case has been auto closed by the system on 10/07/2018 01:05:25 (PST)
*** 10/22/2018 09:27:21 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/22/2018 09:27:26 and created by Frank Lusic ***
1: notes from duplicate web case # 12912185
10/22/2018 08:47:59 and created by Felipe Moreno

customer is requesting flight recording to be installed, reference to case #12833323, customer declined to have flight record installed last visit but is now requesting to have it installed

10/22/2018 08:48:00 and created by Felipe Moreno

customer is requesting flight recording to be installed, reference to case #12833323, customer declined to have flight record installed last visit but is now requesting to have it installed

*** Web - Advice created on 10/22/2018 09:31:02 and created by Frank Lusic ***
1: Hello Felipe
If you are unable to duplicate the concern then I suggest that a Flight recorder be requested from us by your service manager then connect it to the vehicle,
Set it up to capture all engine data, Then tell the customer to press the button after the concern occurs, If the customer agrees to this
In order for us to send you a flight recorder I will need your service manager's name and e mail address so I can send him the consent form. It's very important to let the Service Manager know that it's only necessary for them to sign the form in order for use to send the recorder out, the customer does not need to sign the form. It's up to Service Manager whether or not they want to have the customer sign the form this only releases liability from dealer not KMA.
Please attach this information to the case notes, Thank you

*** 10/22/2018 09:51:34 ***
Web - Note created on 10/22/2018 09:51:34 and created by Felipe Moreno
amesa@kiaofirvine.com, her name is amy mesa

*** Web - Advice created on 10/22/2018 10:09:28 and created by Frank Lusic ***
1: Forms have been sent

*** Web - Advice created on 10/22/2018 11:00:52 and created by Michael Goldwasser ***
1: Flight recorder dispatched to the dealer.

*** Web - Note created on 10/22/2018 11:37:50 and created by Luis Hernandez ***
FTS request has been received and is being reviewed.
In the interest of time, please continue diagnosis with Techline.

*** Web - Advice created on 10/22/2018 11:50:38 and created by Frank Lusic ***
1: .

*** Web - Note created on 10/29/2018 13:23:43 and created by Luis Hernandez ***
FTS is scheduled to visit this case on 11-13-18.
In the interest of time, please continue diagnosis with Techline.
Will the vehicle be present for FTS inspection on the scheduled date?

*** Web - Advice created on 10/29/2018 14:02:43 and created by Frank Lusic ***
1: ,

*** Web - Note created on 11/08/2018 13:29:33 and created by Luis Hernandez ***
FTS is re-scheduled to visit this case on 11-15-18.
In the interest of time, please continue diagnosis with Techline.
Will the vehicle be present for FTS inspection on the scheduled date?

*** Web - Advice created on 11/08/2018 14:03:25 and created by Frank Lusic ***
1: ,

*** Web - Advice created on 11/15/2018 10:49:19 and created by Jameson Phillips ***
FTS inspected vehicle. Found cooling system empty, and smells heavily of tailpipe. Clear indication of blown head gasket. Instructed shop foreman to remove the cam cover and check the head bolts for proper fastening. If headbolts are loose, vehicle will need an engine replacement. Tech will update TL with further information.

*** Web - Advice created on 11/15/2018 10:54:47 and created by Frank Lusic ***
1: thank you for the update

*** Web - Advice created on 11/15/2018 13:22:15 and created by David Brisky ***

<For Internal Use Only
Flight recorder returned with no recordings on it>

*** 11/17/2018 08:13:26 ***
Web - Note created on 11/17/2018 08:13:26 and created by Felipe Moreno
upon further inspection removed valve covers and found bank 2 head bolts are stripped and found coolant residue in cylinder

*** Web - Advice created on 11/19/2018 06:28:29 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 11/20/2018 08:24:09 ***
Web - Note created on 11/20/2018 08:24:09 and created by gustavo Carreon
i attach engine core data

*** 11/20/2018 08:24:10 ***
IMG_8023.JPG added by gustavo Carreon on 11/20/2018 08:24:10

*** Web - Advice created on 11/20/2018 09:00:52 and created by Frank Lusic ***
1: the form is to blurry to read, please try again

*** 11/20/2018 09:57:39 ***
Web - Note created on 11/20/2018 09:57:39 and created by gustavo Carreon
i just attach the engine core data form again

*** 11/20/2018 09:57:39 ***
IMG_8024.JPG added by gustavo Carreon on 11/20/2018 09:57:39

*** Web - Advice created on 11/20/2018 10:18:25 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/20/2018 10:19:13 ***
PWA Case created for RA Case 12833323 by Frank Lusic

*** 11/20/2018 15:13:04 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/20/2018 15:13:04 ***
Web - Note created on 11/20/2018 15:13:04 and created by gustavo Carreon
is the PWA been authorize ?

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,927

Prod Date: 05/28/2014 **Warranty Start Date:** 06/28/2014

Dealer/Contact Data:

Dealer: IA015 Billion Kia of Iowa City

Phone: 3195127930 **FAX:** 8884335044

Contact: Ryan Kennedy **Contact Title:** Maintenance Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: REPLACED BOTH

Case History

*** 11/23/2018 07:09:10 ***
Contact = Ryan Kennedy, Priority = Standard, Sub Status = Dispatched

*** 11/23/2018 07:09:10 ***
Web - Problem Description created on 11/23/2018 07:09:10 and created by Ryan Kennedy
REPLACED SHORT BLOCK BECAUSE HEAD BOLTS WERE PULLED OUT OF THE BLOCK. NO LONG BLOCKS AVAILABLE. SENT HEADS TO MACHINE SHOP AND THEY SAID THEY WERE OK. REASSEMBLED ENGINE AND VEHICLE IS STILL BURNING COOLANT. HOOKED UP COOLING PRESSURE TESTER AND IT IS LOOSING PRESSURE. FOUND NO EXTERNAL COOLANT LEAKS. REQUESTING PERMISSION TO REPLACE BOTH CYLINDER HEADS NOW.

*** 11/23/2018 07:09:11 ***
Web - Diagnostics created on 11/23/2018 07:09:11 and created by Ryan Kennedy
VERIFIED WHITE EXHAUST AND CONSUMING COOLANT INTERNALLY. LOOSING COOLING SYSTEM PRESSURE.

*** 11/23/2018 07:09:47 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 11/23/2018 07:10:11 and created by Eric Patterson ***
1: Where is the leak coming from?
2: Please add pictures of the external leaks to the case. Thank you Ryan

*** 11/23/2018 07:58:04 ***
Web - Note created on 11/23/2018 07:58:04 and created by Ryan Kennedy
THERE ARE NO EXTERNAL LEAKS

*** Web - Advice created on 11/23/2018 08:34:33 and created by Eric Patterson ***
1: When you pressurize the system, where does the coolant loss go? Into the cylinders?

*** 11/23/2018 09:00:39 ***
Web - Note created on 11/23/2018 09:00:39 and created by Ryan Kennedy

IT'S LOOSING PRESSURE BUT I CANT SEEM TO SEE ANY COOLANT IN THE CYLINDERS WITH PRESSURE APPLIED, BUT IT IS CLEARLY BURNING IT FROM ALL THE EXHAUST SMOKE.

*** Web - Advice created on 11/23/2018 09:08:38 and created by Eric Patterson ***
1: Thank you. Please replace the cylinder heads if the leaks are from the cylinder heads with DPSM approval. Please examine the head gaskets as well.
2: If the part and labor will be over $1000.00, please obtain approval from your DPSM for replacement

*** Service Alert Escalated to CA as: 12918018 on 11/24/2018 01:01:27 (PST)
*** 12/12/2018 08:40:13 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED BOTH CYLINDER HEADS AND STOPPED BURNING COOLANT

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,753

Prod Date: 08/13/2013 **Warranty Start Date:** 01/20/2014

Dealer/Contact Data:

Dealer: VA026 Southern Kia Lynnhaven

Phone: 7573400800 **FAX:** 7573408261

Contact: Foster Venturini **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 11/27/2018 06:45:07 ***
Contact = Foster Venturini, Priority = Standard, Sub Status = Dispatched

*** 11/27/2018 06:45:07 ***
Web - Problem Description created on 11/27/2018 06:45:07 and created by Foster Venturini
C/S OVERHEATING.

*** 11/27/2018 06:45:08 ***
Web - Diagnostics created on 11/27/2018 06:45:08 and created by Foster Venturini
VERIFIED COMPLAINT, FOUND EXHAUST GAS IN COOLANT USING TESTER. SENT HEADS OUT, OK THERE. WHEN INSTALLING HEADS (L/H), BOLT POSITION #3 PER SI, PULLED OUT THREADS IN BLOCK BEFORE GETTING TO 27LB-FT FOR FIRST PASS. HAVE NOT TRIED ANY OTHER BOLTS SINCE. I DONT BELIEVE FIXING IT WOULD WORK GIVEN THE TORQUE SEQUENCE AND PRESSURE PUT ON BOLTS? IS THIS REPAIRABLE OR DO I NEED TO GET DPSM APP. FOR A BLOCK?

*** 11/27/2018 06:45:10 ***
20181127_094310.jpg added by Foster Venturini on 11/27/2018 06:45:08

*** 11/27/2018 07:13:57 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 11/27/2018 07:14:42 and created by Eric Patterson ***
1: Thank you for the information.
Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

If the vehicle does have a valid powertrain warranty please see below.
2: Please add a picture of the stripped head bolts to the case.
Next please add the WRTY 143 form to the case for the short block replacement.
3: Once the attachment(s) and the WRTY 143 Engine Core form are added I WILL CREATE THE PWA CASE AND

APPROVE IT FOR YOU..... Please do not open a PWA case on your own…

*** 11/27/2018 11:25:07 ***
Web - Note created on 11/27/2018 11:25:07 and created by Foster Venturini
ADDED PHOTOS

*** 11/27/2018 11:25:12 ***
20181127_142202.jpg added by Foster Venturini on 11/27/2018 11:25:07

*** Web - Advice created on 11/27/2018 13:04:38 and created by Eric Patterson ***
1: Thank you for the attachments to the case. I can see the head bolt has pulled the threads.

*** 11/27/2018 13:05:22 ***
PWA Case 12953839 created by Eric Patterson

*** Web - Advice created on 11/27/2018 13:06:11 and created by Eric Patterson ***
1: Your PWA case Number is #12953839

Please validate the PWA case
2: I have generated a PWA case for you; OPEN YOUR PWA CASE, PLEASE VALIDATE THE WARRANTY, THEN CLICK ON THE CHECK BOX so the PWA can be automatically approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please call in for questions or send a reopen request to open this case. Thanks

*** 11/27/2018 13:06:54 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** 12/06/2018 06:53:31 ***
Case Number: XXXXXXXX Reopen Requested by Foster Venturini.
Reason: [UPON CLEANING TIMING COVER FOUND CRACK IN COVER SEEPING FLUID. ALSO CHECKED WITH PARTS, AND BULLETINE STATED THAT THE UPPER OIL PAN NEEDS REPLACEMENT AS WELL???]

*** 12/06/2018 09:22:27 ***
Reopen Denied by Eric Patterson
Reason: Please call in. If the timing cover is damaged Please replace the cover. It looks like the 3.5L and the 3.8L are affected. Please have parts contact Mobis for the correct information on the parts.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,881

Prod Date: 05/15/2014 **Warranty Start Date:** 09/02/2014

Dealer/Contact Data:

Dealer: MA045 Kia of Dartmouth

Phone: 5089992542 **FAX:** 7742027828

Contact: Justin Ewell **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA approval

Case History

*** 11/27/2018 09:48:50 ***
Contact = Justin Ewell, Priority = Standard, Sub Status = Dispatched

*** 11/27/2018 09:48:50 ***
Web - Problem Description created on 11/27/2018 09:48:50 and created by Justin Ewell
customer states the engine overheats... scanned the ecm. dtc p0302 p0304..... cylinder 2 and 4 misfires..... removed spark plugs and found coolant filling cylinder 2...

*** 11/27/2018 09:48:50 ***
Web - Diagnostics created on 11/27/2018 09:48:50 and created by Justin Ewell
pressure tested coolant system..... coolant filled cylinder 2

*** 11/27/2018 10:27:26 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/27/2018 10:49:23 and created by Chris Schang ***
1: Justin,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the OCVs. If either of these two items has failed inspection, please let me know before continuing. We will also need to measure the cylinder heads for warping and see if they are within specs.

*** 11/28/2018 07:00:20 ***
Web - Note created on 11/28/2018 07:00:20 and created by Justin Ewell
Removed cylinder head cover.... found cylinder head bolts at cylinder 2,4 area to be very loose, not even holding 10 foot lbs .....oil contaminated with coolant . Adding video now

*** 11/28/2018 07:01:06 ***
20181128_095345.mp4 added by Justin Ewell on 11/28/2018 07:00:20

*** Web - Advice created on 11/28/2018 07:23:52 and created by Chris Schang ***
1: Justin,
So likely the threads have come out of the block. We can approve the engine based on this, but when you disassemble the block, you will have to measure the head deck for warping. If the heads are warped, they will have to be replaced and nothing additional will be needed. They are covered under the PWA approval. If they are not warped, they can be reused with new seals and gaskets.
2: Can you attach the WRTY-143 form to the case and I can approve the case.

*** 11/28/2018 10:50:14 ***
154343093091041213011 3.jpg added by Justin Ewell on 11/28/2018 10:50:13

*** Web - Advice created on 11/28/2018 10:55:32 and created by Chris Schang ***
1: Justin,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/28/2018 10:55:46 ***
PWA has been authorized by Chris Schang

*** 11/28/2018 10:55:47 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,177

Prod Date: 02/03/2014 **Warranty Start Date:** 03/28/2014

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Jimmy Schofield **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: customer declined repairs

Case History

*** 11/28/2018 09:21:06 ***
Contact = Jim Schofield, Priority = Standard, Sub Status = Dispatched

*** 11/28/2018 09:21:06 ***
Web - Problem Description created on 11/28/2018 09:21:06 and created by Jim Schofield
engine has over heated warping heads looks like was leaking from coolant crossover assy at rear of engine
customer was sent here by consumer affairs for inspection 2nd owner out of warranty not sure why were asked to start a techline case file

*** 11/28/2018 09:21:06 ***
Web - Diagnostics created on 11/28/2018 09:21:06 and created by Jim Schofield
coolant leaking from coolant crossover and out of both head gaskets

*** 11/28/2018 09:26:52 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/28/2018 09:28:08 and created by Jerry Gossling ***
1: Jim,
Thank you for the information. I would like to know if you actually have the cylinder heads removed?
Thank you

*** 11/28/2018 09:37:46 ***
Web - Note created on 11/28/2018 09:37:46 and created by Jim Schofield
I have not removed cyl heads yet. its still starts and runs but pushing coolant out of head gaskets and exhaust

*** Web - Advice created on 11/28/2018 09:38:50 and created by Jerry Gossling ***
1: Jim,
My recommendation is to remove the rocker assemblies and cams. Next see if the head bolts will retain a 60 FT LBS of torque when using your torque wrench.
Thank you

*** 11/28/2018 11:28:44 ***
Web - Note created on 11/28/2018 11:28:44 and created by Jim Schofield
ill have to see if customer will authorize teardown to check this . its been our experience so far the v6's will always pull the threads out of the block when overheated this bad.

*** Web - Advice created on 11/28/2018 12:40:02 and created by Jerry Gossling ***
1: Jim,
My experience has been the cylinder block bot hole threads give way causing the engine to overheat.
If this is the case on this vehicle the engine will need to be replaced.
Thank you

*** 12/12/2018 07:23:37 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: customer declined repairs

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,085

Prod Date: 01/10/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: MO027 Napleton's Mid Rivers Kia

Phone: 6369262110 **FAX:** 6362384345

Contact: Mike Steitz **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block,corner

Case History

*** 11/29/2018 06:03:24 ***
Contact = Mike Steitz, Priority = Standard, Sub Status = Dispatched

*** 11/29/2018 06:03:24 ***
Web - Problem Description created on 11/29/2018 06:03:01 and created by Mike Steitz
External coolant leak,another lube place said that the intake was leaking coolant.

*** 11/29/2018 06:03:24 ***
Web - Diagnostics created on 11/29/2018 06:03:01 and created by Mike Steitz
Found coolant leaking at left(frt) cylinder head at the lower back corner. When removing head I noted that the corner head bolt was loose. I removed cylinder head and checked for head wattage. Head is ok. Went to put head back on after thorough cleaning. Lower corner head bolt was binding immediately. Went to run a clean up thread chaser down all head bolt holes. Corner hole had threads come out with it. Please advise. See attached pictures.

*** 11/29/2018 06:32:19 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/29/2018 06:34:22 and created by Jerry Gossling ***
1: Mike,
Thank you for the information. I would like to know if this vehicle still has power train warranty.
Thank you

*** 11/29/2018 07:26:01 ***
Web - Note created on 11/29/2018 07:26:01 and created by Mike Steitz
yes, it is still under powertrain warranty

*** Web - Advice created on 11/29/2018 08:01:32 and created by Jerry Gossling ***
1: Mike,
Based off of your information the engine will need to be replaced per Pitstop 539.

Note, your dealer is DSA " Dealer Self Authorizing " So your dealer does not require a PWA case. The only person who has to authorize this case is your service manager.
Thank you

*** Service Alert Escalated to CA as: 12957561 on 11/30/2018 01:06:47 (PST)

*** Web - Advice created on 12/14/2018 06:04:58 and created by Jerry Gossling ***
1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542, Or if the repair is complete please close the case. Thank you

*** 12/19/2018 05:18:24 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced short block,corner head bolt hole stripped out from factory, causing coolant leak.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,559

Prod Date: 07/11/2013 **Warranty Start Date:** 09/23/2013

Dealer/Contact Data:

Dealer: WV014 Freedom Kia of Clarksburg

Phone: 3045667830 **FAX:** 3045667829

Contact: Joseph Mutchler **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 12/04/2018 06:43:52 ***
Contact = Joseph Mutchler, Priority = Standard, Sub Status = Dispatched

*** 12/04/2018 06:43:52 ***
Web - Problem Description created on 12/04/2018 06:43:52 and created by Joseph Mutchler
cyl head gasket leaking coolant

*** 12/04/2018 06:43:52 ***
Web - Diagnostics created on 12/04/2018 06:43:52 and created by Joseph Mutchler
removed cyl heads threads came out of block rear head

*** 12/04/2018 07:23:50 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/04/2018 07:23:53 and created by Greg Phillips ***
1: Joseph, is this just for a leak, or did this overheat?

*** 12/04/2018 07:48:56 ***
Web - Note created on 12/04/2018 07:48:56 and created by Joseph Mutchler
low on coolant no heat head bolts loose back head

*** Web - Advice created on 12/04/2018 09:33:31 and created by Greg Phillips ***
1: Please attach a completed and signed core data sheet.

*** 12/04/2018 10:04:04 ***
154394660171412554433398.jpg added by Joseph Mutchler on 12/04/2018 10:04:01

*** Web - Advice created on 12/04/2018 12:46:20 and created by Greg Phillips ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information

you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines.

*** 12/04/2018 12:46:35 ***
PWA has been authorized by Greg Phillips

*** 12/04/2018 12:46:35 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,276

Prod Date: 05/29/2013 **Warranty Start Date:** 06/27/2013

Dealer/Contact Data:

Dealer: OH045 Jeff Wyler Fairfield Kia

Phone: 5136822500 **FAX:** 5136822510

Contact: Jason Buder **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 12/04/2018 12:42:46 ***
Contact = Jason Buder, Priority = Standard, Sub Status = Dispatched

*** 12/04/2018 12:42:47 ***
Web - Problem Description created on 12/04/2018 12:42:46 and created by Jason Buder
customer states engine is overheating/coolant leak

*** 12/04/2018 12:42:47 ***
Web - Diagnostics created on 12/04/2018 12:42:47 and created by Jason Buder
pressurized cooling system and found air bubbles in radiator/ over flow. also found left bank cylinder head gasket leaking coolant across the front right corner of mating surface of block.
proceeded to pull left cylinder head and found engine was overheated so badly it pulled the threads out of the engine block on the front right side. block threads came out with head bolts. also used straight edge and found cylinder head is warped.

*** 12/04/2018 13:09:46 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/04/2018 13:11:37 and created by Jerry Gossling ***
1: Jason,
Thank you for the information.
Please provide a completely filled out WRTY 143 PWA core data form.
Thank you

*** 12/05/2018 07:27:21 ***
Web - Note created on 12/05/2018 07:27:21 and created by Jason Buder
here is pwa form

*** 12/05/2018 07:27:22 ***
image2018-12-05-100528.pdf added by Jason Buder on 12/05/2018 07:27:21

*** Web - Advice created on 12/05/2018 08:15:11 and created by Jerry Gossling ***
1: Jason,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/05/2018 08:15:27 ***
PWA has been authorized by Jerry Gossling

*** 12/05/2018 08:15:27 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 61,282

Prod Date: 02/13/2013 **Warranty Start Date:** 03/12/2013

Dealer/Contact Data:

Dealer: CA283 Car Pros Kia Glendale

Phone: 8187451400 **FAX:** 8182440044

Contact: Henrik Markarian **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # oil in cooling system Case for warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/03/2018 14:14:27 ***
Contact = Henrik Markarian, Priority = Standard, Sub Status = Dispatched

*** 12/03/2018 14:14:28 ***
Web - Problem Description created on 12/03/2018 14:14:27 and created by Henrik Markarian
customer states car over heating check and advise

*** 12/03/2018 14:14:28 ***
Web - Diagnostics created on 12/03/2018 14:14:28 and created by Henrik Markarian
problem verified at inspection we found oil in cooling system performed cooling system pressure test small leak found and its going to black ass-y

*** 12/03/2018 14:56:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/03/2018 14:58:41 and created by Frank Lusic ***
1: Hello Henrick
en cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings
2: To remove the oil from the cooling system please use Shout laundry detergent with just water in the cooling system and the thermostat out then let the engine idle for about 30 minutes the flush with clean water then repeat if necessary

*** Service Alert Escalated to CA as: 12961239 on 12/04/2018 01:04:40 (PST)

*** 12/05/2018 10:24:54 ***
Web - Note created on 12/05/2018 10:24:54 and created by Henrik Markarian

removed cams torque head bolts to specs found 2 bolt will not torque keeps spinning , removed bolts and installed new ones still same

*** Web - Advice created on 12/05/2018 11:21:01 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 12/05/2018 12:19:34 ***
20181205_121726.jpg added by Henrik Markarian on 12/05/2018 12:19:31

*** 12/05/2018 12:21:04 ***
20181205_115615.jpg added by Henrik Markarian on 12/05/2018 12:21:02

*** 12/05/2018 12:21:21 ***
Web - Note created on 12/05/2018 12:21:21 and created by Henrik Markarian
Attached PWA Form pic

*** Web - Advice created on 12/05/2018 12:39:59 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/05/2018 12:40:46 ***
PWA Case created for RA Case 12960979 by Frank Lusic

*** 12/05/2018 12:52:10 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,992

Prod Date: 11/13/2013 **Warranty Start Date:** 03/08/2014

Dealer/Contact Data:

Dealer: FL059 Friendly Kia

Phone: 7278159611 **FAX:** 7278430881

Contact: Randy Mohler **Contact Title:** Maintenance Technician **Service District:** SO14

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/30/2018 09:33:05 ***
Contact = Randy Mohler, Priority = Standard, Sub Status = Dispatched

*** 11/30/2018 09:33:06 ***
Web - Problem Description created on 11/30/2018 09:33:05 and created by Randy Mohler
states vehicle over heats while driving

*** 11/30/2018 09:33:06 ***
Web - Diagnostics created on 11/30/2018 09:33:06 and created by Randy Mohler
checked for codes none found ..checked for coolant leaks ..none found actuated cooling fan working as designed ..found low coolant in radiator filled coolant to level...let vehicle idle noticed bubbles entering the over flow jug .smells like exhaust and fuel....

*** 11/30/2018 09:48:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/30/2018 09:52:51 and created by Frank Lusic ***
1: Hello Randy

There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts , Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 12/06/2018 10:38:54 ***
Web - Note created on 12/06/2018 10:38:54 and created by Randy Mohler
upon insp found rear head bolt stripped in block leaking coolant at back of head

*** Web - Advice created on 12/06/2018 10:43:09 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval

YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 12/06/2018 12:08:44 ***
15441268353481390982138.jpg added by Randy Mohler on 12/06/2018 12:08:43

*** Web - Advice created on 12/06/2018 12:56:49 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/06/2018 12:57:21 ***
PWA Case created for RA Case 12958176 by Frank Lusic

*** 12/07/2018 04:58:15 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 3,329

Prod Date: 04/10/2018 **Warranty Start Date:** 05/24/2018

Dealer/Contact Data:

Dealer: CA210 Ball Kia

Phone: 6194746431 **FAX:** 6194741517

Contact: Jose Pedroza **Contact Title:** Technician Trainee **Service District:** WE03

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 12/07/2018 08:36:19 ***
Contact = Jose Pedroza, Priority = Standard, Sub Status = Dispatched

*** 12/07/2018 08:36:19 ***
Web - Problem Description created on 12/07/2018 08:36:19 and created by Jose Pedroza
Customer States that the engine has an internal coolant leak and check engine light on.

*** 12/07/2018 08:36:19 ***
Web - Diagnostics created on 12/07/2018 08:36:19 and created by Jose Pedroza
Retrieved code P0301 and P0305. Inspection found that the engine was smoking from the tail pipe and that the oil was brown in color, (coolant mixed with the oil). Started a PWA with the DPSM and he approved the head gasket replacement. I want to know if I should replace the short block because of the excessive amount of coolant in the oil. The bearing are not making any noise at this time. Found aftermarket clamps on the heater hoses and coolant stains on the firewall.

*** 12/07/2018 09:04:34 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/07/2018 09:05:21 and created by Tony Thomas ***
1: Was the vehicle in an accident? Did any of the head bolts pull threads from the block? Attach photos of the aftermarket parts.

*** 12/07/2018 10:28:33 ***
1544207204964149604653 4.jpg added by Jose Pedroza on 12/07/2018 10:28:32

*** 12/07/2018 10:33:50 ***
20181207_102928.mp4 added by Jose Pedroza on 12/07/2018 10:32:32

*** Web - Advice created on 12/07/2018 10:39:21 and created by Tony Thomas ***
1: Do the head with DPSM approval and be sure to torque test the head bolts before you remove them to see if any are pulling the threads from the block.

*** Service Alert Escalated to CA as: 12967722 on 12/08/2018 01:06:48 (PST)

*** 12/12/2018 15:50:56 ***
15446584624883900538l.jpg added by Jose Pedroza on 12/12/2018 15:50:54

*** 12/12/2018 15:59:38 ***
Web - Note created on 12/12/2018 15:59:37 and created by Jose Pedroza
Send photo of score on cylindr #5 one of missfire

*** Web - Advice created on 12/12/2018 16:04:46 and created by Jay Jurado ***
1: Tech called in, he submitted a photo of the scoring present in cylinder 5. Advised him to now attach a completed WRTY 143 form for engine authorization.

*** 12/12/2018 16:13:41 ***
15446599717166619862l1.jpg added by Jose Pedroza on 12/12/2018 16:13:39

*** 12/12/2018 16:14:09 ***
Web - Note created on 12/12/2018 16:14:09 and created by Jose Pedroza
Send photo of engine core form pwa

*** Phone - Advice created on 12/12/2018 16:20:18 and created by Eric Patterson ***
1: Tech has called in on the case. After review with the Service Engineer, please ask the DPSM if the engine should be replaced with a new engine long block or a re man engine long block for the concern. I will create the PWA case for you now.

*** 12/12/2018 16:25:25 ***
PWA Case 12972813 created by Eric Patterson

*** Web - Advice created on 12/12/2018 16:25:59 and created by Eric Patterson ***
1: Your PWA case Number is # 12972813
2: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: If the vehicle is repaired after replacement please complete the survey if you have a chance and close the case. Thanks again
Have a great Holiday Season

*** Case has been auto closed by the system on 01/12/2019 01:10:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,939

Prod Date: 05/05/2014 **Warranty Start Date:** 06/20/2014

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123 **FAX:** 3077750125

Contact: Carl Garrett **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/07/2018 13:44:09 ***
Contact = Carl Garrett, Priority = Standard, Sub Status = Dispatched

*** 12/07/2018 13:44:10 ***
Web - Problem Description created on 12/07/2018 13:44:09 and created by Carl Garrett
CUSTOMER STATES THE CAR IS OVER HEATING AND THE HEATER BLOWS COLD AIR. I CONFIRMED CONCERN.FOUND COOLANT LOW AND FOUND THAT THE HEAD GASKETS ARE LEAKING INTERNALLY.

*** 12/07/2018 13:44:10 ***
Web - Diagnostics created on 12/07/2018 13:44:10 and created by Carl Garrett
I COMPLETED A PRESSURE TEST. LOST PRESSURE. I THEN COMPLETED A BLOCK TEST. ATTACHED A VIDEO OF THE VIN MILEAGE AND BLOCK TEST FLUID COLOR. FLUID STARTED OUT BLUE AND TURNED YELLOW GREEN COLOR.

*** 12/07/2018 13:44:48 ***
20181207_101843.mp4 added by Carl Garrett on 12/07/2018 13:44:10

*** 12/07/2018 14:06:07 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 12/07/2018 14:10:04 and created by Jay Jurado ***
1: Thanks for the video. Please gain access to the cylinder head bolts and see if they are able to be re-torqued down.

*** 12/07/2018 14:50:53 ***
Web - Note created on 12/07/2018 14:50:53 and created by Carl Garrett
DO YOU WANT ME TO CHECK THE HEAD BOLTS AT THE FINAL TORQUE OR DO I NEED TO LOOSEN THE BOLTS WHICH ARE TORQUE TO YIELD BOLT ALL THE WAY AND THE RE TORQE TO FACTORY SPECS?

*** Web - Advice created on 12/07/2018 14:57:10 and created by Jay Jurado ***
1: I want to see if the threads have been pulled out of the block, so just see if they are able to be re-tightened. If the head bolts

just spin in place, then the thread have been pulled out.

*** 12/07/2018 15:04:05 ***
Web - Note created on 12/07/2018 15:04:04 and created by Carl Garrett
OK WILL DO AS SOON AS I CAN AND I WILL LET YOU KNOW WHAT I FIND. THANKS

*** Web - Advice created on 12/07/2018 15:05:05 and created by Jay Jurado ***
1: Ok thanks.

*** 12/13/2018 10:08:21 ***
Web - Note created on 12/13/2018 10:08:21 and created by Carl Garrett
OK SO I PULLED THE REAR VALVE COVER. I CAN GET TO TWO OF THE CENTER BOLTS WITHOUT PULLING THE CAMS. THE TWO HEAD BOLTS THAT I TRIED TO RE-TORQUE IS A NO GO THEY ARE DEFINITELY STRIPPED AND WILL NOT RE TORQUE. SO GUESS AT THIS POINT MY PWA FOR HEAD GASKETS IS NOW A REQUEST FOR A NEW ENGINE.

*** Web - Advice created on 12/13/2018 10:12:23 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form (PS561) The form must be filled out (all available sections) and signed and dated by the service manager and technician.

*** 12/13/2018 10:39:07 ***
Web - Note created on 12/13/2018 10:39:07 and created by Carl Garrett
CAR IS STILL UNDER WARRANTY AND HAS HAD ALL OF THERE SERVICES DONE HERE AT THE DEALERSHIP. I HAVE ATTACHED A COPY OF THE WRTY143 FORM THANKS FOR YOUR HELP.

*** 12/13/2018 10:39:10 ***
20181213_113517.jpg added by Carl Garrett on 12/13/2018 10:39:07

*** Web - Advice created on 12/13/2018 10:42:59 and created by Tony Thomas ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/13/2018 10:43:17 ***
PWA has been authorized by Tony Thomas

*** 12/13/2018 10:43:17 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,385

Prod Date: 08/17/2013 **Warranty Start Date:** 12/29/2013

Dealer/Contact Data:

Dealer: FL123 Sunset Kia of Sarasota

Phone: 9413087707 **FAX:** 9413087715

Contact: Josh Mendenhall **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Engine - Overheats #

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 12/10/2018 09:04:43 ***
Contact = Josh Mendenhall, Priority = Standard, Sub Status = Dispatched

*** 12/10/2018 09:04:43 ***
Web - Problem Description created on 12/10/2018 09:04:43 and created by Josh Mendenhall
VEHICLE RUNS ROUGH

*** 12/10/2018 09:04:43 ***
Web - Diagnostics created on 12/10/2018 09:04:43 and created by Josh Mendenhall
VEHICLE OVERHEATS. TOPPED OFF COOLANT. START VEHICLE, COOLANT SHOOTS OUT OF RADIATOR. OIL IS MILKY. BLOWN HEAD GASKET OR CRACKED BLOCK. SUGGEST ENGINE REPLACEMENT

*** 12/10/2018 09:24:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 12/10/2018 09:24:25 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 12/10/2018 10:22:27 ***
Web - Note created on 12/10/2018 10:22:27 and created by Josh Mendenhall
COOLANT CROSS OVER PIPE WAS LEAKING COOLANT. VEHICLE HAD NO COOLANT LEFT AND WAS OVERHEATED PRIOR TO BEING TOWED IN.

*** Web - Advice created on 12/10/2018 11:00:00 and created by Eric Patterson ***
1: Thank you. We will need to see if the threads on the block are compromised.
2: Any head gasket leaks found under the vehicle.? If so please add picture to the case.

*** 12/13/2018 12:56:00 ***
Web - Note created on 12/13/2018 12:56:00 and created by Josh Mendenhall
NO HEAD GASKET LEAKS ARE VISIBLE FROM UNDERNEATH THE VEHICLE. PULLED FRONT CAMS AND TRIED TO RETORQUE CYLINDER HEAD. TWO HEAD BOLTS SPUN DURING TORQUE SEQUENCE. AT THIS POINT I BELIEVE THIS BLOCK IS COMPROMISED.

*** Web - Advice created on 12/13/2018 16:28:36 and created by Eric Patterson ***
1: Please add a picture of the stripped head bolts and the WRTY 143 form

*** Service Alert Escalated to CA as: 12974560 on 12/14/2018 01:06:27 (PST)

*** 12/17/2018 11:05:10 ***
Web - Note created on 12/17/2018 11:05:10 and created by Matthew Peachey
added picture of headbolt,

*** 12/17/2018 11:05:11 ***
15 sorento headbolt.jpg added by Matthew Peachey on 12/17/2018 11:05:11

*** 12/17/2018 11:14:44 ***
Web - Note created on 12/17/2018 11:14:44 and created by Matthew Peachey
added photo of core data

*** 12/17/2018 11:14:44 ***
14 sorento core data sheet.pdf added by Matthew Peachey on 12/17/2018 11:14:44

*** Web - Advice created on 12/17/2018 13:44:02 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, replace the engine following normal service procedures. Replace the engine with a long block, if available. If a long block is not available replace the short block and refer to Pitstop PS539 for Engine Component Re-use Guidelines. You are a DSA A status dealer and no Techline PWA case is required. Please close this case if no further assistance is required. Thank you.

*** 12/18/2018 10:04:11 ***
Web - Note created on 12/18/2018 10:04:11 and created by Matthew Peachey
Maintenance has been verified it has been done with another dealer along with warranty validation

*** 12/19/2018 13:30:50 ***
Web - Note created on 12/19/2018 13:30:50 and created by Ashley White
Are we authorized?

*** Web - Advice created on 12/19/2018 13:40:38 and created by Tony Thomas ***
1: You are a DSA A status dealer and no Techline PWA case is required. Please close this case if no further assistance is required. Thank you.

*** Case has been auto closed by the system on 01/19/2019 01:09:09 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,307

Prod Date: 01/16/2014 **Warranty Start Date:** 03/29/2014

Dealer/Contact Data:

Dealer: CO004 Tynan's Kia

Phone: 9703776900 **FAX:** 9703776903

Contact: Joe Kirk **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA approval

Case History

*** 12/10/2018 12:07:43 ***
Contact = Joe Kirk, Priority = Standard, Sub Status = Dispatched

*** 12/10/2018 12:07:43 ***
Web - Problem Description created on 12/10/2018 12:07:43 and created by Joe Kirk
blown head gasket

*** 12/10/2018 12:07:44 ***
Web - Diagnostics created on 12/10/2018 12:07:44 and created by Joe Kirk
first time we have seen this vehicle came in cause the car over heated and its smoking out of the exhaust. performed coolant pressure test and coolant is coming front the bank 2 cylinder head. he has not provided and maintenance records. he has a jiffy lube sticker in window that says next oil change due at 38832 miles and it was performed on 5/8/17. does he need to provide records?

*** 12/10/2018 12:22:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/10/2018 12:23:34 and created by Chris Schang ***
1: Joe,
If it is determined that we need to replace the engine, we will either need a valve train photo or maintenance records if the valve train shows sufficient lack of maintenance. I would first start with removing the valve cover and check the torque on the head bolts and see if any are stripped. Set your torque wrench to 80 FT LBS and see if any spin freely. Let me know what you find.

*** 12/10/2018 13:36:04 ***
154447663985476417739 7.jpg added by Joe Kirk on 12/10/2018 13:36:01

*** 12/10/2018 13:36:57 ***
Web - Note created on 12/10/2018 13:36:57 and created by Joe Kirk
sent in pics and can not tighten head bolts cause the cams are in the way. cant reuse head bolts anyways.

*** Web - Advice created on 12/10/2018 13:46:05 and created by Chris Schang ***
1: Joe,
We need to determine a reason to replace the engine and show bottom end damage. If the vehicle overheated, there may be scoring to the cylinder, warping of the block deck, but I cannot approve an engine replacement without some confirmation of this. At this time, I would get DPSM labor approval to remove the cylinder heads and check the heads and block deck are warped or if there is scoring on the cylinder walls.

*** 12/10/2018 13:53:12 ***
Web - Note created on 12/10/2018 13:53:11 and created by Joe Kirk
i dont need an engine i just need a head gasket. i just didn't know if i needed customer records. goes back to the begining does he need to provide service records or not?

*** Web - Advice created on 12/10/2018 14:01:05 and created by Chris Schang ***
1: Joe called in,
Tech was inquiring if the customer needed maintenance records for tear down or head gasket replacement. Tech is advised that the clean valve train photo was sufficient for maintenance verification and can now move forward with disassembling the engine and inspecting if only head gaskets are needed or if long/short block replacement is needed.

*** 12/17/2018 15:49:50 ***
Web - Note created on 12/17/2018 15:49:50 and created by Joe Kirk
started to tear down this engine and come to find out that i have 4 cylinder head bolts stripped out. do you need video of this.

*** Web - Advice created on 12/18/2018 06:43:36 and created by Chris Schang ***
1: Joe,
Just pictures is sufficient. Thank you.

*** 12/18/2018 06:55:02 ***
15451443802436104642 98.jpg added by Joe Kirk on 12/18/2018 06:55:00

*** 12/18/2018 06:58:27 ***
Web - Note created on 12/18/2018 06:58:27 and created by Joe Kirk
just added photo of the head bolts and a data core form thanks

*** 12/18/2018 06:58:27 ***
Scanned from a Xerox Multifunction Printer (5).pdf added by Joe Kirk on 12/18/2018 06:58:27

*** Web - Advice created on 12/18/2018 07:21:44 and created by Chris Schang ***
1: Joe,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/18/2018 07:21:54 ***
PWA has been authorized by Chris Schang

*** 12/18/2018 07:21:54 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,384

Prod Date: 07/18/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: NY040 Eagle Auto Kia

Phone: 6317270700 **FAX:** 6317277837

Contact: CHARLES SLADKY **Contact Title:** Dual Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/16/2018 07:04:18 ***
Contact = CHARLES SLADKY, Priority = Standard, Sub Status = Dispatched

*** 11/16/2018 07:04:19 ***
Web - Problem Description created on 11/16/2018 06:16:12 and created by CHARLES SLADKY
CUSTOMER SAW TEMP GAUGE WENT TO HOT, DROVE TILL THE CAR STOPPED

*** 11/16/2018 07:04:19 ***
Web - Diagnostics created on 11/16/2018 06:16:12 and created by CHARLES SLADKY
FOUND COOLANT EMPTY, CAR RUNS WITH A MISFIRE. TRIED TO PRESSURE COOLANT SYSTEM WONT HOLD PRESSURE. ACTIVATED THE FAN WITH KDS IT WORKS. PUT WATER IN SYSTEM AND CRANKED ENGINE, THERE IS A WATER SPOUT COMING OUT OF THE RADIATOR. I'M SURE THE ENGINE GOT TOO HOT . I FEEL IT NEEDS A BLOCK AND 2 HEADS

*** 11/16/2018 07:44:22 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 11/16/2018 07:45:34 and created by Jerry Gossling ***
1: Charles,
Thank you for the information.
Please remove the valve covers and rocker shaft assemblies. Next see if the head bolts will maintain a 60 FT LBs of torque (By using your torque wrench). Please list the results of the test.
Thank you

*** 11/16/2018 08:38:13 ***
Web - Note created on 11/16/2018 08:38:13 and created by CHARLES SLADKY
OK, SO I UNDERSTAND , LOOSEN AND RE TORQUE TO 60 OR SEE IF THEY ARE AT 60 AND HOLD. THANKS

*** Web - Advice created on 11/16/2018 09:21:14 and created by Jerry Gossling ***

1: Charles,
Don't loosen the head bolts. Just see if the head bolt will maintain a 60 FT LB torque with your torque wrench.
Thank you

*** 11/19/2018 12:27:31 ***
Web - Note created on 11/19/2018 12:27:31 and created by CHARLES SLADKY
to confirm , its the cam shafts that have to be removed to get to the head bolts. is there a tip on keeping the timing chain tensioner from jumping

*** Web - Advice created on 11/19/2018 13:34:53 and created by Jerry Gossling ***
1: Charles,
I don't think the timing chain jumping is going to be of concern at this point.
Thank you

*** 11/20/2018 09:46:56 ***
Web - Note created on 11/20/2018 09:46:55 and created by CHARLES SLADKY
hi, i checked the head bolts and the back head or bank 1 has 4 bolts that will not tighten , and the bank 2 head has 3 that will not tighten to 60 ft lbs

*** Web - Advice created on 11/20/2018 10:28:29 and created by Jerry Gossling ***
1: Charles,
Based off of this information the engine will need to be replaced.

Charles,
Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** 12/11/2018 04:55:29 ***
Web - Note created on 12/11/2018 04:55:29 and created by CHARLES SLADKY
Sorry , it's late. Here is the form with 143

*** 12/11/2018 04:55:31 ***
154453277144112369600 61.jpg added by CHARLES SLADKY on 12/11/2018 04:55:30

*** 12/11/2018 05:53:31 ***
PWA Case created for RA Case 12943086 by Jerry Gossling

*** Web - Advice created on 12/11/2018 05:53:46 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/31/2018 12:19:15 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,513

Prod Date: 03/29/2014 **Warranty Start Date:** 05/17/2014

Dealer/Contact Data:

Dealer: DE005 Martin Kia

Phone: 3027385200 **FAX:** 3028941265

Contact: CARL STROTHMANN **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 12/12/2018 08:12:38 ***
Contact = CARL STROTHMANN, Priority = Standard, Sub Status = Dispatched

*** 12/12/2018 08:12:38 ***
Web - Problem Description created on 12/12/2018 08:12:38 and created by CARL STROTHMANN
Customer states smell coolant and coolant coming out of overflow bottle

*** 12/12/2018 08:12:38 ***
Web - Diagnostics created on 12/12/2018 08:12:38 and created by CARL STROTHMANN
Found coolant 3/4 gallon low refill coolant bubbles never stopped. Perform cylinder leak down test found cylinder # 5 leaking and bubbles out of radiator. Removed right side cylinder head to inspect found gasket blown at cylinder # 5. Inspect cylinder block and cylinder head with straight edge both check ok went to replace head gasket and head bolts wont tighten threads are pulled out of block

*** 12/12/2018 08:14:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/12/2018 08:16:50 and created by Frank Lusic ***
1: Hello Carl
Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following

Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** 12/12/2018 10:16:50 ***
Web - Note created on 12/12/2018 10:16:50 and created by Stephanie Matarese
FORM UPLOADED

*** 12/12/2018 10:16:50 ***
12122018.pdf added by Stephanie Matarese on 12/12/2018 10:16:50

*** Web - Advice created on 12/12/2018 10:26:29 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/12/2018 10:26:53 ***
PWA Case 12972202 created by Frank Lusic

*** 12/12/2018 10:27:11 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** Service Alert Escalated to CA as: 12973053 on 12/13/2018 01:06:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,347

Prod Date: 02/15/2013 **Warranty Start Date:** 04/15/2013

Dealer/Contact Data:

Dealer: NY097 Nemet Kia

Phone: 7185235858 **FAX:** 7189432076

Contact: David Sheinin **Contact Title:** Dual Technician **Service District:** EA05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 12/12/2018 13:55:14 ***
Contact = david sheinin, Priority = Standard, Sub Status = Dispatched

*** 12/12/2018 13:55:14 ***
Web - Problem Description created on 12/12/2018 13:55:14 and created by david sheinin
customer states the vehicle is leaking anti-freeze had radiator replaced at outside shop

*** 12/12/2018 13:55:14 ***
Web - Diagnostics created on 12/12/2018 13:55:14 and created by david sheinin
tech verified coolant leak- radiator low and signs of thermostat housing leaking as well as head gaskets (banks 1 & 2) attached photos not sure if radiator was cause of these concerns or the effect.....

*** 12/12/2018 13:55:17 ***
RO153320.jpg added by david sheinin on 12/12/2018 13:55:14

*** 12/12/2018 13:55:20 ***
RO153320 COOLANT LEAK.jpg added by david sheinin on 12/12/2018 13:55:17

*** 12/12/2018 13:55:22 ***
RO153320 COOLANT LEAK..jpg added by david sheinin on 12/12/2018 13:55:20

*** 12/12/2018 13:55:25 ***
RO153320 COOLANT LEAK...jpg added by david sheinin on 12/12/2018 13:55:23

*** 12/12/2018 13:55:26 ***
RO153320 COOLANT LEAK..... jpg added by david sheinin on 12/12/2018 13:55:25

*** 12/12/2018 13:55:29 ***
RO153320 COOLANT LEAK..... jpg added by david sheinin on 12/12/2018 13:55:27

*** 12/12/2018 14:11:35 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 12/12/2018 14:16:03 and created by Eric Patterson ***
1: Thank you for the attachments to the case. I can see the leak has been there for a while.
2: Please top off the system with water. Pressurize the cooling system and inspect for head gasket leakage and I have also seen the leak from higher than the head gaskets at the exhaust stud location. please let me know where the leak is coming from.

*** 12/13/2018 13:24:03 ***
Web - Note created on 12/13/2018 13:24:03 and created by david sheinin
pressure tested coolant system again and verified head gaskets are leaking (not exhaust studs) as well as thermostat housing-(verified that thermostat housing leak is not running down on head gasket area)

*** Web - Advice created on 12/13/2018 16:31:27 and created by Eric Patterson ***
1: Wow Thank you I would advise replacing the long block as the deck is most likely warped.

*** Web - Advice created on 12/13/2018 16:32:03 and created by Eric Patterson ***
1: Once the WRTY 143 Engine Core form is added I WILL CREATE THE PWA FOR YOU.....Please do not open a PWA case on your own…

*** 12/17/2018 05:13:44 ***
Web - Note created on 12/17/2018 05:13:44 and created by david sheinin
ATTACHED WRTY 143 SHEET SIGNED THANK YOU

*** 12/17/2018 05:13:45 ***
RO153320 CORE SHEET.jpg added by david sheinin on 12/17/2018 05:13:44

*** 12/17/2018 10:07:24 ***
Web - Note created on 12/17/2018 10:07:23 and created by david sheinin
ATTACHED SIGNED PWA CORE SHEET

*** Web - Advice created on 12/17/2018 12:41:11 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please close the repair assistance case if no further assistance is required. Thank you.

*** 12/17/2018 12:43:36 ***
PWA Case created for RA Case 12972630 by Tony Thomas

*** 12/17/2018 12:53:29 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,582

Prod Date: **Warranty Start Date:** 12/06/2013

Dealer/Contact Data:

Dealer: PA070 Mike Kelly Kia

Phone: 7242872701 **FAX:** 7242874946

Contact: Allen Foster **Contact Title:** Dual Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Late PWA appeal to warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/02/2018 06:25:28 ***
Contact = Allen Foster, Priority = Standard, Sub Status = Dispatched

*** 10/02/2018 06:25:28 ***
Web - Problem Description created on 10/02/2018 06:25:28 and created by Allen Foster
customer states the vehicle over heated.

*** 10/02/2018 06:25:28 ***
Web - Diagnostics created on 10/02/2018 06:25:28 and created by Allen Foster
Verified vehicle overheating. upon inspection found the front head is leaking causing it to overheat. will attach video.

*** 10/02/2018 06:30:19 ***
trim.9317127A-69FD-4743-89A0-B29E9DFD0EDD.MOV added by Allen Foster on 10/02/2018 06:29:51

*** 10/02/2018 06:33:02 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 10/02/2018 06:35:28 and created by Mike Ozonur ***
1: Please torque the head bolts to 85ftlbs, any sludge in the engine ?

2: Does the car have power train warranty ?

*** 10/02/2018 08:34:01 ***
Web - Note created on 10/02/2018 08:34:01 and created by Allen Foster
Ok, So I understand you correctly, you want me to remove the camshafts to gain access to the head bolts so I can torque them to 85lbs??? Are you not concerned of possibly pulling the threads out of the block and over torquing? Im not sure exactly what this is going to achieve except maybe addition damage to the block or head surface? is this in a tsb or a pittstop?

no sludge present at this time just a little pancake batter.

yes vehicle has powertrain coverage.

*** Web - Advice created on 10/02/2018 12:04:48 and created by Mike Ozonur ***
1: Spoke with Allen and advised him to torque the cylinder head bolts and see if they tighten or not, if not remove the head bolts and attach a picture to the case, also advised tech to provide a picture of the valve train

*** 10/04/2018 13:45:49 ***
Web - Note created on 10/04/2018 13:45:49 and created by Allen Foster
Went ahead with the procedure as you advised me to tear down the engine to torque the cylinder head bolts to 85ftlbs torqued all the the bolts as outlined after putting the engine back together preformed leak test and found it was leaking down, and the the head gasket is still leaking in the same spot as before.

*** 10/04/2018 13:47:35 ***
IMG_4514.JPG added by Allen Foster on 10/04/2018 13:47:33

*** 10/04/2018 13:47:36 ***
IMG_4513.JPG added by Allen Foster on 10/04/2018 13:47:35

*** Web - Advice created on 10/04/2018 15:32:42 and created by Mike Ozonur ***
1: I have advised you to torque the bolts see if they tighten or spin I did not ask you to replace the head gasket, Please call me in the morning to discuss this case, you should have measured the cylinder heads and the block see if they are warped,

*** 10/05/2018 05:25:29 ***
Web - Note created on 10/05/2018 05:25:29 and created by Allen Foster
i never replaced the head gasket i torqued the head bolts as you asked.

*** Web - Advice created on 10/05/2018 09:03:18 and created by Mike Ozonur ***
1: Oh my apologies I thought you did, ok now Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 10/10/2018 14:40:56 ***
Web - Note created on 10/10/2018 14:40:56 and created by Allen Foster
removed the cylinder heads. measured the block with a precision straight edge and found to have .003in on both banks measured both heads and found to be at .002 max. on both heads.

*** Web - Advice created on 10/10/2018 14:48:44 and created by Mike Ozonur ***
1: Thanks for the information, Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** Case has been auto closed by the system on 11/10/2018 01:09:40 (PST)
*** 12/04/2018 13:01:25 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/04/2018 13:01:39 and created by Mike Ozonur ***
1: Tech called in and state the engine has been replaced already, they could not submit the claim, advised tech that they will have to contact their DPSM or the warranty to obtain PWA appeal approval and attach it to the case so a PWA case can be generated and approved for them, and update the case once the appeal approval attached,

*** 12/07/2018 08:25:08 ***
Web - Note created on 12/07/2018 08:25:08 and created by Allen Foster
Attached core sheet

*** 12/07/2018 08:25:12 ***
5CA6AC72-BE7D-4198-BD7E-FC8270F1026F.jpeg added by Allen Foster on 12/07/2018 08:25:08

*** Web - Advice created on 12/07/2018 10:15:00 and created by Mike Ozonur ***
1: Can you please reattach the form to the case.

*** Email - Advice created on 12/23/2018 15:35:48 and created by Rachelle Nelson ***
1: Warranty Claim Appeal Approved by Rachelle Nelson
<For Internal Use Only
Dealer failed to follow repair authorization instruction for engine replacement. The DPSM has reached out to the Warranty Department on behalf of the dealer ensuring the repair performed was justified with actual engine failure. Any further warranty appeals received by the Warranty Department from this dealer that have not had proper authorization prior to repair may not be granted>

*** 12/23/2018 15:37:48 ***
PWA Case created for RA Case 12889372 by Rachelle Nelson

*** Case 12984772 is sent on 12/23/2018 15:38:28 by Rachelle Nelson
To: dhollingsworth@kiausa.com
Cc: DBrisky@Kiausa.com; RLevy@Kiausa.com
Title: Warranty Case Detail for 12984772 sent from Rachelle Nelson

*** 12/23/2018 15:38:43 ***
PWA has been authorized by Rachelle Nelson

*** 12/23/2018 15:38:43 ***
Case closed by Rachelle Nelson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 138,047

Prod Date: 07/22/2013 **Warranty Start Date:** 09/18/2013

Dealer/Contact Data:

Dealer: KS011 Shawnee Mission Kia

Phone: 9133849100 **FAX:** 9136470026

Contact: Ryan Debrecht **Contact Title:** Technology Specialist **Service District:** CE05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 12/24/2018 11:27:18 ***
Contact = Ryan Debrecht, Priority = Standard, Sub Status = Dispatched

*** 12/24/2018 11:27:18 ***
Web - Problem Description created on 12/24/2018 11:27:18 and created by Ryan Debrecht
CUSTOMER STATED ON PREVIOUS REPAIR ORDER THAT SMOKE WAS COMING FROM THE TAILPIPE AND THE CHECK ENGINE LIGHT HAS COME ON.

*** 12/24/2018 11:27:19 ***
Web - Diagnostics created on 12/24/2018 11:27:18 and created by Ryan Debrecht
WE VERIFIED THAT HEAD GASKETS WERE LEAKING. WE TORE DOWN THE ENGINE AND HAD THE HEADS REFINISHED. ONE HEAD BOLT HOLE ON EACH BANK GOT STRIPPED OUT. DPSM STEVE RUPERT TOLD US TO HELICOIL THE BOLT HOLES. WE WERE WANTING TO REPLACE THE BLOCK DUE TO KNOWN ISSUES BUT THE DPSM TOLD US TO REPAIR THE BOLT HOLES. WE REPAIRED THE BOLT HOLES BY HELICOILING THEM AND PUT ENGINE BACK TOGETHER. AFTER APPROX 100 MILES AFTER REPAIR WAS COMPLETED ONE OF THE HELICOILS BLEW OUT AND THE HEAD GASKET IS LEAKING AGAIN. DPSM TOLD ME TO START A TECH LINE CASE TO GET THE BLOCK REPLACED ON THIS VEHICLE UNDER WARRANTY DUE TO THE REPAIR ORDER BEING CUSTOMER PAY AND KIA DPSM TELLING US TO USE HELICOILS.

*** 12/24/2018 11:28:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 12/24/2018 11:32:24 and created by Eric Patterson ***
1: Please add pictures of the stripped out bolts or the leaking head gaskets.
2: First the vehicle is out of warranty, I can not approve this repair. this vehicle shows its out of warranty. Techline cannot authorize any repairs out of warranty.
3: Just curious, is the mileage incorrect? 137K?
Please have the DPSM authorize a goodwill repair if anything on this vehicle. This will be your best bet of any assistance in the repair in question.

*** Service Alert Escalated to CA as: 12962334 on 12/25/2018 01:01:22 (PST)
*** 12/27/2018 07:30:51 ***
Web - Note created on 12/27/2018 07:30:51 and created by Ryan Debrecht
PWA approval 99591181224. What's next?

*** Web - Advice created on 12/27/2018 07:34:39 and created by Eric Patterson ***
1: Perfect. There will be no PWA case needed as the DPSM has given approval for the repair. Please order the short block.
2: If the vehicle is repaired after replacement please complete the survey if you have a chance and close the case. Thanks again
Have a great Holiday Season

*** 12/27/2018 08:05:15 ***
Web - Note created on 12/27/2018 08:05:15 and created by Ryan Debrecht
CAN I GET RENTAL FOR THIS CUSTOMER AS WELL. SINCE THE SHORT BLOCK WILL TAKE 4-6 WEEKS ACCORDING TO KIA. OR SHOULD I GET A USED ONE?

*** Web - Advice created on 12/27/2018 08:07:33 and created by Eric Patterson ***
1: I would ask the DPSM for that inquiry.

I am not sure the DPSM will want a used block. But please obtain approval from the DPSM for the rental.

*** Case has been auto closed by the system on 01/27/2019 01:07:11 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 6,867

Prod Date: 08/22/2018 **Warranty Start Date:** 09/15/2018

Dealer/Contact Data:

Dealer: MO027 Napleton's Mid Rivers Kia

Phone: 6369262110 **FAX:** 6362384345

Contact: john daniels **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace cyl head gaskets

Case History

*** 12/27/2018 07:12:16 ***
Contact = Jeremy Jacquin, Priority = Standard, Sub Status = Dispatched

*** 12/27/2018 07:12:17 ***
Web - Problem Description created on 12/27/2018 07:10:50 and created by Jeremy Jacquin
oil leak in intake valley

*** 12/27/2018 07:12:17 ***
Web - Diagnostics created on 12/27/2018 07:10:51 and created by Jeremy Jacquin
leak presents like a oil switch. removed oil switch and no oil was not present inside connector body of oil switch. part was previously diagnosed and part was ordered then.

*** 12/27/2018 07:22:22 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** 12/27/2018 07:24:25 ***
Web - Note created on 12/27/2018 07:24:25 and created by Jeremy Jacquin
I think after closer examination that the old pressure switch did not have any sealant on it.

*** 12/27/2018 07:24:48 ***
Web - Note created on 12/27/2018 07:24:48 and created by Jeremy Jacquin
the threads

*** Web - Advice created on 12/27/2018 07:27:35 and created by Frank Lusic ***
1: Hello Jeremy
most of the time it is the oil sending unit leaking but we have seen a few oil filter housings leak

*** Service Alert Escalated to CA as: 12990384 on 12/30/2018 01:03:02 (PST)

*** 01/19/2019 07:06:08 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace oil switch

*** 03/20/2019 10:30:39 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/20/2019 10:33:37 and created by Brian Lall ***
1: In a duplicate case the tech stated: oil leak

Web - Diagnostics created by John Daniels

removed intake to inspect for leak oil coming out of new oil pressure switch replaced switch and thoroughly cleaned started vehicle and inspected around switch can see oil bubbling from head gaskets now can i replace head gaskets or will kia want complete engine back to inspect for themselves

I have updated the RO# from 74514 to 77825 and the mileage from 4,868 to 6,867 as per the information shown in the duplicate case you opened.

2: If you are sure the oil leak is from the head gaskets take a video showing the source of the leak if possible (using the bore scope) then contact your DPSM for authorization to replace the head gaskets. If when removing the heads you find any head bolts loose or other damage stop and update the case. Thanks.

*** 04/03/2019 08:59:10 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replace cyl head gaskets

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,426

Prod Date: 08/23/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: VA057 Cma's Colonial Kia

Phone: 8044313838 **FAX:** 8044141946

Contact: Benjamin Patrick **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/02/2019 07:50:25 ***
Contact = Benjamin Patrick, Priority = Standard, Sub Status = Dispatched

*** 01/02/2019 07:50:26 ***
Web - Problem Description created on 01/02/2019 07:50:26 and created by Benjamin Patrick
vehicle came in 3000 miles ago for over heating issue. found coolant bypass cracked and leaking. replaced coolant bypass and did not see any other leaks. vehicle is back overheating again

*** 01/02/2019 07:50:26 ***
Web - Diagnostics created on 01/02/2019 07:50:26 and created by Benjamin Patrick
found coolant leaking around head gasket in the front of the block. performed block test and it failed. will send video prior to opening case

*** 01/02/2019 07:55:48 ***
Web - Note created on 01/02/2019 07:55:48 and created by Benjamin Patrick
Sent video of block test

*** 01/02/2019 07:56:13 ***
ABACFB12-AD29-4EAC-BBA9-A0A0D2FA864B.MOV added by Benjamin Patrick on 01/02/2019 07:55:49

*** 01/02/2019 08:31:16 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/02/2019 08:33:51 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the information.
Please remove the rocker and cam assemblies. Next use a torque wrench to see if all the head bolts will retain a 60 LBS of torque.
Thank you

*** 01/02/2019 08:47:28 ***
Web - Note created on 01/02/2019 08:47:28 and created by Benjamin Patrick
found all head bolts able to retain 60lbs of torque

*** Web - Advice created on 01/02/2019 09:48:30 and created by Jerry Gossling ***
1: Benjamin,
So you telling me you removed rocker assemblies and cams in 14 minutes then check the torque on all the head bolts?
Thank you

*** 01/02/2019 10:14:56 ***
Web - Note created on 01/02/2019 10:14:56 and created by Benjamin Patrick
I apologize for that, we are extremely busy and trying to move things forward as easily as possible. with how bad the leak is from between the head and block I felt that it was more than bolts being improperly torque but I will update when doing so it may take a day or before I properly update

*** 01/02/2019 10:32:56 ***
Assigned to WIPBin default of Jerry Gossling by Rob Levy
Reason:

*** Web - Advice created on 01/02/2019 13:20:28 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the update.
Thanks

*** Web - Advice created on 01/10/2019 09:53:04 and created by Jerry Gossling ***
1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542, Or if the repair is complete please close the case. Thank you

*** 01/10/2019 12:41:07 ***
Web - Note created on 01/10/2019 12:41:07 and created by Benjamin Patrick
the head bolts surrounding the leak between bank 2 head and the block will retain 60ft lb of torque. sorry for the delayed update

*** Web - Advice created on 01/10/2019 12:43:02 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the update.
Please request authorization from your DPSM to removed the cylinder heads for inspection.
I want to know if the cylinder heads or block are warped per the specifications listed in the shop manual.
Thank you

*** Web - Advice created on 01/14/2019 06:38:21 and created by Jerry Gossling ***
1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542, Or if the repair is complete please close the case. Thank you

*** 01/23/2019 08:07:06 ***
Web - Note created on 01/23/2019 08:07:06 and created by Benjamin Patrick
sorry for the delayed response I am performing tear down as we speak and as im removing engine related components im finding significant evidence of oil/coolant mixture through out the engine. oil pan wreaked of coolant and also found small fragments of metal in oil pan. should I still proceed with tear down or order engine?

*** 01/23/2019 08:11:40 ***
Web - Note created on 01/23/2019 08:11:40 and created by Benjamin Patrick
Sent attachment of oil pan

*** 01/23/2019 08:11:43 ***
53EBCE6F-03B0-4B62-B759-55B68067DA27.jpeg added by Benjamin Patrick on 01/23/2019 08:11:40

*** Web - Advice created on 01/23/2019 09:40:45 and created by Jerry Gossling ***
1: Benjamin,
I don't clearly see metal in the oil pan, but it maybe the glare in the picture. Please point out in a new picture where the metal

is located.
Thank you

*** 01/23/2019 10:46:08 ***
Web - Note created on 01/23/2019 10:46:08 and created by Benjamin Patrick
Sorry I took a close up of one of the fragments there were only 2 or3 I found them while cleaning the oil pan

*** 01/23/2019 10:46:11 ***
E5AC4298-E710-44A3-9559-CA6245F98CB4.jpeg added by Benjamin Patrick on 01/23/2019 10:46:08

*** Web - Advice created on 01/23/2019 11:04:15 and created by Jerry Gossling ***
1: Benjamin,
Please remove and inspect the OCV valves for debris.
Thank you

*** 01/25/2019 05:15:34 ***
Web - Note created on 01/25/2019 05:15:34 and created by Benjamin Patrick
ocvs look clean. I will proceed with tear down

*** Web - Advice created on 01/25/2019 06:26:21 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the update.

*** 01/25/2019 07:40:06 ***
Web - Note created on 01/25/2019 07:40:06 and created by Benjamin Patrick
so I pulled bank 2 head off and put a straight edge in various spots and used a feeler gauge to check for block warp. I was not able to find any issues not saying that the block could be warped in an area I wasnt thorough with. I did notice when removing head bolts in bank 2 that 4 of the bolts were unusually tight when trying too loosen. what are your recommendations at this time? thanks

*** Web - Advice created on 01/25/2019 07:49:07 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the information.
Did you check to see if the cylinder head itself was warped per the specifications in the shop manual?
Thank you

*** 01/25/2019 08:50:10 ***
Web - Note created on 01/25/2019 08:50:09 and created by Benjamin Patrick
checking only bank 2 head I used .005mm feeler gauge with a straight edge and to the best of my ability could not find any warped spots. should I send to machine shop for further check. we have had an issue very similar here and another technician went thru the same procedure and just did head gaskets and had heads checked and found within spec to later have issues with the block afterwards.

*** Web - Advice created on 01/25/2019 08:56:12 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the information. Please check the cylinders for any kind of scoring.
Next see if any of the head bolts on bank 1 will NOT maintain a 60 LBS of torque.
Thank you

*** 01/25/2019 09:04:29 ***
Web - Note created on 01/25/2019 09:04:29 and created by Benjamin Patrick
Sent attachments of condition of bank 2 cylinders, they look discolored In my opinion

*** 01/25/2019 09:04:31 ***
3C96A614-41A1-4442-B32C-4BA2D236EFB5.jpeg added by Benjamin Patrick on 01/25/2019 09:04:30

*** 01/25/2019 09:04:33 ***
6F163154-CEE8-4BCF-B418-47DC77CA4FDD.jpeg added by Benjamin Patrick on 01/25/2019 09:04:31

*** Web - Advice created on 01/25/2019 09:11:54 and created by Jerry Gossling ***

1: Benjamin,
This picture does not show the actual cylinder walls?
Thank you

*** 01/25/2019 09:23:30 ***
Web - Note created on 01/25/2019 09:23:30 and created by Benjamin Patrick
Sent updated attachment

*** 01/25/2019 09:23:32 ***
13DC4047-EC1B-4D60-9CDA-F8CAE7B99C5A.jpeg added by Benjamin Patrick on 01/25/2019 09:23:30

*** Web - Advice created on 01/25/2019 09:27:24 and created by Jerry Gossling ***
1: Benjamin,
Please call in when you have the opportunity to discuss the case.
Thank you

*** Phone - Advice created on 01/25/2019 10:09:17 and created by Jerry Gossling ***
1: I returned Benjamin's phone call to discuss the details of the case with him.
I request to thoroughly clean off the head bolts and to clean out the holes in the cylinder block then see if the head bolts will retain torque when reinstalled.

*** 01/25/2019 10:54:40 ***
Web - Note created on 01/25/2019 10:54:40 and created by Benjamin Patrick
I did as requested and found head bolt near affected area not holding any torque at this time, it snapped on me around 36-40lb ft.
Sent video attachment

*** 01/25/2019 10:54:49 ***
9AF2CDB6-46F9-4A90-A70C-7EF558459A89.MOV added by Benjamin Patrick on 01/25/2019 10:54:40

*** 01/25/2019 10:55:13 ***
Web - Note created on 01/25/2019 10:55:13 and created by Benjamin Patrick
I did as requested and found head bolt near affected area not holding any torque at this time, it snapped on me around 36-40lb ft.
Sent video attachment

*** Web - Advice created on 01/25/2019 10:58:57 and created by Jerry Gossling ***
1: Benjamin,
Thank you for the video.
Please provide a completely filled out WRTY 143 PWA core data form so we can proceed.
Thank you

*** 01/25/2019 11:16:53 ***
Web - Note created on 01/25/2019 11:16:52 and created by Benjamin Patrick
Sent form

*** 01/25/2019 11:16:55 ***
C7C10D23-EE12-49FA-A79A-84063710D93E.jpeg added by Benjamin Patrick on 01/25/2019 11:16:53

*** Web - Advice created on 01/25/2019 13:44:36 and created by Jerry Gossling ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

Thanks

*** 01/25/2019 13:44:43 ***
PWA has been authorized by Jerry Gossling

*** 01/25/2019 13:44:43 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,998

Prod Date: 06/18/2013 **Warranty Start Date:** 09/15/2013

Dealer/Contact Data:

Dealer: CA175 Future Kia

Phone: 5592946300 **FAX:** 5592910798

Contact: Gerardo Melchor **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: CONTACTED EXTENDED

Case History

*** 01/02/2019 11:07:32 ***
Contact = Gerardo Melchor, Priority = Standard, Sub Status = Dispatched

*** 01/02/2019 11:07:32 ***
Web - Problem Description created on 01/02/2019 10:53:36 and created by Gerardo Melchor
CUSTOMER STATES INTERMITTENT OVERHEATING. HAS TO ADD COOLANT EVERY FEW DAYS.

*** 01/02/2019 11:07:32 ***
Web - Diagnostics created on 01/02/2019 10:53:36 and created by Gerardo Melchor
VERIFIED COOLANT LEVEL LOW. UPON INSPECTION FOUND COOLANT TRAIL FROM FRONT CENTER OF BANK 1 CYLINDER HEAD GASKET. PERFORMED COOLANT SYSTEM PRESSURE TEST AND FOUND COOLANT LEAKING FROM HEAD GASKET. REMOVED AND INSPECTED SPARK PLUGS. PLUGS OK WITH NO SIGNS OF RESIDUE. ALSO FOUND COOLANT RESIDUE ON BANK 2 CYLINDER BUT COULD NOT SEE LEAK DURING PRESSURE TEST. WOULD IT BE ADVISED TO REPLACE CYLINDER HEAD GASKETS OR COMPLETE SHORT BLOCK ASSY.?

*** 01/02/2019 12:12:14 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/02/2019 12:13:26 and created by Jerry Gossling ***
1: Gerardo,
Thank you for the information. I need to know if this vehicle is still under power train warranty.

Next remove the cam shaft assemblies from each head. Now check to see if each head bolt will retain 60 LBS of torque when using a torque wrench.
Thank you

*** 01/02/2019 13:16:48 ***
Web - Note created on 01/02/2019 13:16:48 and created by Gerardo Melchor
VEHICLE DOES NOT HAVE POWERTRAIN WARRANTY JUST CPO EXTENDED WARRANTY. I WILL PROCEED TO REMOVE CAMSHAFT ASSEMBLIES.

*** Web - Advice created on 01/02/2019 13:59:56 and created by Jerry Gossling ***
1: Gerardo,
If the vehicle has CPO coverage you will need to have the service advisor contact the company who handles the CPO warranty claims.
Thank you

*** 01/10/2019 11:51:11 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: CONTACTED EXTENDED WARRANTY FOR FURTHER AUTHORIZATION

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,250

Prod Date: 01/04/2014 **Warranty Start Date:** 03/30/2014

Dealer/Contact Data:

Dealer: NC076 Westgate Kia

Phone: 9195563137 **FAX:** 9195562744

Contact: Raymond Carroll **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: threads/p/heads warpped.

Case History

*** 01/02/2019 15:01:21 ***
Contact = Raymond Carroll, Priority = Standard, Sub Status = Dispatched

*** 01/02/2019 15:01:21 ***
Web - Problem Description created on 01/02/2019 14:55:31 and created by Raymond Carroll
Truck is overheating let's go down and put

*** 01/02/2019 15:01:21 ***
Web - Diagnostics created on 01/02/2019 14:55:31 and created by Raymond Carroll
Test drove truck when I got back overflow have bubbles in it with the engine running .tested the coolent in the reservoir with coolant tester it is yellow

*** 01/02/2019 16:08:53 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/02/2019 16:09:56 and created by Eric Patterson ***
1: Please add a short video of the block check.
2: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** 01/03/2019 06:44:18 ***
20190103_093920.mp4 added by Raymond Carroll on 01/03/2019 06:44:05

*** 01/03/2019 06:44:24 ***
20190103_091208.mp4 added by Raymond Carroll on 01/03/2019 06:44:18

*** Web - Advice created on 01/03/2019 09:30:45 and created by Eric Patterson ***
1: Perfect. TY
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also

check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: TY, this way we will know if the block is reusable. If there is milky oil please add a picture as the bearings will be compromised and the engine should be replaced anyways.

*** 01/09/2019 10:45:54 ***
Web - Note created on 01/09/2019 10:45:54 and created by Raymond Carroll
Was sick for five days. Took engine apart today took the camshafts out try to torque the head bolts to 80 foot pounds bolts stripped out about 35 foot pounds and started spinning

*** Web - Advice created on 01/09/2019 13:40:14 and created by Eric Patterson ***
1: Thank you for the update.

If the heads are warped we will re use the valves and springs etc. Be careful and check the cylinder heads for missing check balls and install them if necessary.
2: Please check the cylinder heads and see if they are warped. If they are then please replace them and add a picture of the case of the strait edge and the feeler gauge. Or the machine shops invoice showing the heads were warped and the measurement. Otherwise please add a picture of the stripped threads a swell.
3: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** 01/14/2019 08:05:29 ***
Web - Note created on 01/14/2019 08:05:28 and created by Raymond Carroll
Heads are not warped

*** 01/14/2019 08:05:30 ***
20190114_105814.jpg added by Raymond Carroll on 01/14/2019 08:05:29

*** 01/14/2019 08:05:32 ***
20190114_102252.jpg added by Raymond Carroll on 01/14/2019 08:05:30

*** Web - Advice created on 01/14/2019 09:45:19 and created by Eric Patterson ***
1: Perfect. Please replace the short block and send the heads out for pressure checking and an inspection including new valve stem seals.
2: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/14/2019 09:45:24 ***
PWA has been authorized by Eric Patterson

*** 01/14/2019 09:45:24 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
threads/p/heads warpped.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,436

Prod Date: 01/03/2013 **Warranty Start Date:** 04/04/2013

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123 **FAX:** 3077750125

Contact: Carl Garrett **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: NOTHING AT THIS TIME

Case History

*** 01/03/2019 15:47:11 ***
Contact = Carl Garrett, Priority = Standard, Sub Status = Dispatched

*** 01/03/2019 15:47:11 ***
Web - Problem Description created on 01/03/2019 15:47:11 and created by Carl Garrett
CUSTOMER STATES THE CAR IS LOSING COOLANT. CUSTOMER HAD AT ANOTHER SHOP AND WAS TOLD THE HEADGASKETS WERE BAD. SHE BROGHT THE CAR TO US TO LOOK AT. UPON INSPECTION I FOUND THAT THE HEAD BOLTS ARE PULLED FROM THE BLOCK. THE CAR IS OUT OF WARRANTY BUT I WAS WONDERING IF THERE IS ANYTHING WE CAN DO TO HELP THE CUSTOMER? THANKS FOR YOUR TIME.

*** 01/03/2019 15:47:11 ***
Web - Diagnostics created on 01/03/2019 15:47:11 and created by Carl Garrett
.

*** 01/03/2019 16:18:18 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Repair Assistance

*** Web - Advice created on 01/03/2019 16:19:02 and created by Jay Jurado ***
1: You would have to contact your DPSM for any goodwill inquiries.

*** 01/03/2019 16:32:57 ***
Web - Note created on 01/03/2019 16:32:57 and created by Carl Garrett
OK THANK YOU FOR YOUR TIME.

*** Web - Advice created on 01/04/2019 07:33:29 and created by Jay Jurado ***
1: No problem. You may close this case.

*** 01/04/2019 07:46:38 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: NOTHING AT THIS TIME

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 8,266

Prod Date: 08/20/2018 **Warranty Start Date:** 10/12/2018

Dealer/Contact Data:

Dealer: ME010 Bill Dodge Kia of Saco

Phone: 2072849190 **FAX:** 2076026729

Contact: Matthew Peterson **Contact Title:** Dual Technician **Service District:** EA01

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/04/2019 10:31:48 ***
Contact = Robert Sem, Priority = Standard, Sub Status = Dispatched

*** 01/04/2019 10:31:48 ***
Web - Problem Description created on 01/04/2019 10:31:48 and created by Robert Sem
Customer states vehicle smells of coolant and reservoir is empty.

*** 01/04/2019 10:31:48 ***
Web - Diagnostics created on 01/04/2019 10:31:48 and created by Robert Sem
Topped off engine coolant and pressure tested system. Leak is present due to pressure drop. Found coolant leaking from bank 2 cylinder head. I will be attaching photos. Have you seen this before?

*** 01/04/2019 10:35:18 ***
15466267345221726689 50.jpg added by Robert Sem on 01/04/2019 10:35:16

*** 01/04/2019 10:35:23 ***
15466267981001718439412.jpg added by Robert Sem on 01/04/2019 10:35:19

*** 01/04/2019 10:35:26 ***
15466268600196145417.jpg added by Robert Sem on 01/04/2019 10:35:23

*** 01/04/2019 11:34:38 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/04/2019 11:34:46 and created by Eric Patterson ***
1: I have seen the head studs for the manifolds and the head gaskets. please pressure test and see if one of the studs are leaking.

*** 01/04/2019 12:04:29 ***
Web - Note created on 01/04/2019 12:04:29 and created by Robert Sem

This is above the head gasket and noticeably leaking around the exhaust manifold. What's the repairs for a leak at the exhaust head stud?

*** Web - Advice created on 01/04/2019 12:54:52 and created by Eric Patterson ***
1: I will check please add pictures as the Engineer may want the engine for investigation.

Lets remove the manifold and pressurize the cooling system. Then add a short video. last time I replaced a cylinder head.

*** Web - Advice created on 01/07/2019 11:18:00 and created by Eric Patterson ***
1: I have transferred the video as well to the other case.

*** 01/07/2019 11:18:30 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** 01/07/2019 11:26:19 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/07/2019 11:30:14 and created by Eric Patterson ***
1: I have forwarded the case the Service Engineer for review, will be back with the recommendation soon on the replacement parts.

*** Case 12996977 is sent on 1/7/2019 11:32:28 by Robert Nguyen
To: rnguyen@kiausa.com
Cc:
Title: Engine

*** Phone - Advice created on 01/09/2019 06:45:15 and created by Greg Phillips ***
1: Tech that is working on the vehicle is Michael Peterson at MA020. This is the DPSM's vehicle. He brought the vehicle from ME010. It looks like another case was opened already, but was closed as a duplicate. Please call Al (SM) at 978-833-4272.

*** 01/09/2019 07:37:28 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,737

Prod Date: 03/25/2014 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: VA043 Casey Kia

Phone: 7572498000 **FAX:** 7572490169

Contact: Martin Battista **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 01/02/2019 13:31:18 ***
Contact = MARTIN BATTISTA, Priority = Standard, Sub Status = Dispatched

*** 01/02/2019 13:31:18 ***
Web - Problem Description created on 01/02/2019 13:25:07 and created by MARTIN BATTISTA
customer states that radiator hoses blew out on the interstate. Vehicle was taken to AAA auto care and had thermostat, radiator hoses replaced. noted oil in coolant and advised customer to bring vehicle to dealership for further diag.

*** 01/02/2019 13:31:18 ***
Web - Diagnostics created on 01/02/2019 13:25:07 and created by MARTIN BATTISTA
performed compression test and combustion gas test on vehicle and found cyl 2 and 4 having low compression. combustion gas test found combustion gas present in radiator

*** 01/02/2019 14:19:55 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/02/2019 14:20:30 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: B: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 01/03/2019 04:54:59 ***
154651994321132916136 5.jpg added by MARTIN BATTISTA on 01/03/2019 04:54:59

*** 01/03/2019 05:06:09 ***
1546520675262203295 2666.jpg added by MARTIN BATTISTA on 01/03/2019 05:06:08

*** 01/03/2019 05:26:33 ***

Web - Note created on 01/03/2019 05:26:33 and created by MARTIN BATTISTA
found that I was unable to torque down head bolts. verified ocv had metal shavings in it and coolant leak coming from rear head

*** Web - Advice created on 01/03/2019 09:29:00 and created by Eric Patterson ***
1: Perfect. TY for the update.
2: Once the WRTY 143 Engine Core form is added I WILL CREATE THE PWA FOR YOU.....Please do not open a PWA case on your own…
3: I would recommend a long block if available.

*** 01/04/2019 13:48:41 ***
Web - Note created on 01/04/2019 13:48:41 and created by MARTIN BATTISTA
Core sheet attatched

*** 01/04/2019 13:48:45 ***
15466383608651455786787632500474.jpg added by MARTIN BATTISTA on 01/04/2019 13:48:41

*** Web - Advice created on 01/04/2019 15:26:59 and created by Eric Patterson ***
1: I will create the PWA case for you now.

*** 01/04/2019 15:27:33 ***
PWA Case created for RA Case 12993260 by Eric Patterson

*** Web - Advice created on 01/04/2019 15:27:38 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/21/2019 09:51:28 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,350

Prod Date: 04/21/2014 **Warranty Start Date:** 06/21/2014

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad

Phone: 7604381001 **FAX:** 7605472022

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:** P0300, P0302, P0304

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced short block

Case History

*** 01/08/2019 14:15:06 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 01/08/2019 14:15:06 ***
Web - Problem Description created on 01/08/2019 14:14:37 and created by Rodney Ledet
Coolant leaking into cylinders #2 and #4 and coolant leaking externally from left cylinder head by cylinders 2 and 4

*** 01/08/2019 14:15:06 ***
Web - Diagnostics created on 01/08/2019 14:14:37 and created by Rodney Ledet
Performed visual inspection for damage to radiator or previous body repair to front end. No damage or body repairs noticed at this time.
Performed active test to cooling fans. Cooling fans operating when activated.
Coolant reservoir full but radiator low. Fault codes P0300, P0302 and P0304 found in ECU.
Bore scoped cylinders 2 and 4 and observed coolant flowing into cylinders from head gasket area.

*** 01/08/2019 15:08:42 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/08/2019 15:41:34 and created by Mike Ozonur ***
1: Please perform block test
please provide a picture of the leak area.

*** 01/08/2019 16:41:41 ***
Web - Note created on 01/08/2019 16:41:41 and created by Rodney Ledet
Can not perform block check due to excess of exhaust gasses pushing coolant out top of radiator.
See video
See pictures of external coolant leak from left cylinder head.
I suspect stripped out head bolt holes in the block.

*** 01/08/2019 16:42:20 ***

20190108_162946.mp4 added by Rodney Ledet on 01/08/2019 16:41:42

*** 01/08/2019 16:42:21 ***
154699389793238642791 5.jpg added by Rodney Ledet on 01/08/2019 16:42:20

*** 01/08/2019 16:42:26 ***
154699407569011196138 57.jpg added by Rodney Ledet on 01/08/2019 16:42:21

*** 01/08/2019 16:42:26 ***
154699419289957758800 2.jpg added by Rodney Ledet on 01/08/2019 16:42:26

*** Web - Advice created on 01/09/2019 07:57:08 and created by Mike Ozonur ***
1: Before removing the cylinder head to inspect, torque the head bolts to 80ftlbs see if they tighten or freespin and strip

*** 01/14/2019 16:00:00 ***
Web - Note created on 01/14/2019 16:00:00 and created by Rodney Ledet
4 out of the 8 head bolts just spin. I removed left cylinder head and measured warpage on left cylinder head. Measures 0.001 " on cylinder head mating surface

*** Service Alert Escalated to CA as: 13009365 on 01/15/2019 01:06:38 (PST)

*** Web - Advice created on 01/15/2019 07:07:52 and created by Mike Ozonur ***
1: Hello Rodney, can you please provide a picture of the valve train,
also please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 01/15/2019 08:30:04 ***
Web - Note created on 01/15/2019 08:30:03 and created by Rodney Ledet
See attachments for WRTY143 AND VALVE TRAIN photos

*** 01/15/2019 08:30:05 ***
154756964370057229008 6.jpg added by Rodney Ledet on 01/15/2019 08:30:04

*** 01/15/2019 08:30:07 ***
154756967762021120315 70.jpg added by Rodney Ledet on 01/15/2019 08:30:05

*** 01/15/2019 08:30:08 ***
154756973604320049111 2.jpg added by Rodney Ledet on 01/15/2019 08:30:07

*** 01/15/2019 12:10:49 ***
PWA Case 13010359 created by Mike Ozonur

*** Web - Advice created on 01/15/2019 12:11:32 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/01/2019 08:53:40 ***
Web - Note created on 02/01/2019 08:53:40 and created by Rodney Ledet
Replaced engine block , Replaced thermostat, checked proper operation of cooling fans and condition of water pump. Performed road test for overheating. Vehicle is operating as designed.
Thanks for the assistance. Closing case.

*** 02/01/2019 08:56:41 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 61,845

Prod Date: 03/18/2013 **Warranty Start Date:** 04/30/2013

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115 **FAX:** 3365459842

Contact: mark hobgood **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/03/2019 07:20:47 ***
Contact = Mark Hobgood, Priority = Standard, Sub Status = Dispatched

*** 01/03/2019 07:20:47 ***
Web - Problem Description created on 01/03/2019 07:20:47 and created by Mark Hobgood
customer states engine is overheating

*** 01/03/2019 07:20:47 ***
Web - Diagnostics created on 01/03/2019 07:20:47 and created by Mark Hobgood
found 1 gallon low on coolant. added coolant and started engine and oil appeared in coolant overflow jug. pressurized radiator and it shows a leak no external leak found

*** 01/03/2019 08:04:15 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/03/2019 08:06:14 and created by Frank Lusic ***
1: Hello Mark
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings
2: To remove the oil from the cooling system please use Shout laundry detergent with just water in the cooling system and the thermostat out then let the engine idle for about 30 minutes the flush with clean water then repeat if necessary

*** Service Alert Escalated to CA as: 12996246 on 01/04/2019 01:06:40 (PST)

*** 01/09/2019 06:52:24 ***
Web - Note created on 01/09/2019 06:52:24 and created by Mark Hobgood

Found 3 of 4 bolts around cylinder 1 stripped. Cylon6 number 1 had coolant in cylinder and on spark plugs during removal. Attached photos of head bolts

*** 01/09/2019 06:52:26 ***
1547045407045893140585811856563 8.jpg added by Mark Hobgood on 01/09/2019 06:52:24

*** Web - Advice created on 01/09/2019 07:05:03 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 01/09/2019 08:17:53 ***
1547050530130386828485307549407 0.jpg added by Mark Hobgood on 01/09/2019 08:17:49

*** Web - Advice created on 01/09/2019 08:29:58 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/09/2019 08:30:37 ***
PWA Case created for RA Case 12994600 by Frank Lusic

*** 01/09/2019 08:39:21 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,365

Prod Date: 09/16/2013 **Warranty Start Date:** 01/25/2014

Dealer/Contact Data:

Dealer: WV015 A & B Kia

Phone: 3042331480 **FAX:** 3042182273

Contact: Cole Beckett **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolts - Prior Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/10/2019 07:39:14 ***
Contact = Cole Beckett, Priority = Standard, Sub Status = Dispatched

*** 01/10/2019 07:39:15 ***
Web - Problem Description created on 01/10/2019 07:39:15 and created by Cole Beckett
c/s vehicle has no heat

*** 01/10/2019 07:39:15 ***
Web - Diagnostics created on 01/10/2019 07:39:15 and created by Cole Beckett
Vehicle came in on 1/7/19. Upon inspecting the vehicle i found that the antifreeze was bubbling. I found the head gasket was blown. Upon replacing today 1/10/19 i found that the head bolts in the middle on the back side are stripped out in the block.

*** 01/10/2019 07:54:26 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/10/2019 07:57:52 and created by Jerry Gossling ***
1: Cole,
Thank you for the information.
Based off of your information the engine will need to be replaced.
Please provide a completely filled out WRTY 143 PWA core data form so we can proceed with authorization. .
Thank you

*** 01/10/2019 08:10:36 ***
DOC_20190110110811.pdf added by Cole Beckett on 01/10/2019 08:10:36

*** Web - Advice created on 01/10/2019 08:26:23 and created by Jerry Gossling ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

Thanks

*** 01/10/2019 08:26:41 ***
PWA has been authorized by Jerry Gossling

*** 01/10/2019 08:26:41 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,902

Prod Date: 08/19/2013 **Warranty Start Date:** 11/24/2013

Dealer/Contact Data:

Dealer: TN027 Gossett Kia

Phone: 9013888989 **FAX:** 9013732047

Contact: Steve Leon **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/10/2019 08:00:09 ***
Contact = Steve Leon, Priority = Standard, Sub Status = Dispatched

*** 01/10/2019 08:00:09 ***
Web - Problem Description created on 01/10/2019 07:54:36 and created by Steve Leon
Customer states the engine is overheating.

*** 01/10/2019 08:00:09 ***
Web - Diagnostics created on 01/10/2019 07:54:36 and created by Steve Leon
Pressure tested and found coolant leaking from under bank 1 cylinder head.removed bank 1 head and found that the head gasket has been leaking the full length of the gasket (see photos). Neither the head nor the block seem to have any warpage. The head bolts the didn't seem to be torqued tight enough.

*** 01/10/2019 08:00:11 ***
20190110_095647.jpg added by Steve Leon on 01/10/2019 08:00:09

*** 01/10/2019 08:00:13 ***
20190110_095633.jpg added by Steve Leon on 01/10/2019 08:00:11

*** 01/10/2019 08:00:14 ***
20190110_095617.jpg added by Steve Leon on 01/10/2019 08:00:13

*** 01/10/2019 08:00:17 ***
20190110_095606.jpg added by Steve Leon on 01/10/2019 08:00:14

*** 01/10/2019 08:05:43 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/10/2019 08:06:54 and created by Steven Okimura ***
1: Place the head on the block and try to torque down the head bolts that seemed loose, if the continue to turn the block

should be replaced.

*** 01/10/2019 08:33:40 ***
Web - Note created on 01/10/2019 08:33:40 and created by Steve Leon
Block threads pulled in the bottom row of bolts

*** Phone - Advice created on 01/10/2019 08:38:43 and created by Steven Okimura ***
1: Steve called in, advised to replace the short block and measure the heads for flatness, if the heads are out of spec they will require replacement. Since you are a DSA dealer a PWA case is not required.

*** Service Alert Escalated to CA as: 13005294 on 01/11/2019 01:06:27 (PST)

*** Case has been auto closed by the system on 02/10/2019 01:07:52 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,505

Prod Date: 01/15/2014 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Daniel Vertrees **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replace engine

Case History

*** 01/10/2019 07:55:58 ***
Contact = Daniel Vertrees, Priority = Standard, Sub Status = Dispatched

*** 01/10/2019 07:55:58 ***
Web - Problem Description created on 01/10/2019 07:55:58 and created by Daniel Vertrees
customer states overheating. verified looses coolant and overheats when low on coolant.

*** 01/10/2019 07:55:58 ***
Web - Diagnostics created on 01/10/2019 07:55:58 and created by Daniel Vertrees
inspect for coolant leak, no external coolant leaks. first video with green coolant is on arrival when I filled the cooling system and was bleeding it before test drive. after running for 15 minutes there was still a steady stream of bubbles. lowered coolant level and ran vehicle for 15 minutes, performed block test (see photos), passed block test. refilled with water and ran vehicle for 10 minutes, steady stream of bubbles the whole time second video with water). perform fan PWM test, cooling fan working correctly. in my experience with these symptoms it is the head bolts pulled threads from the block. is there a procedure or recall in the works for this or how should I proceed?

*** 01/10/2019 07:59:02 ***
283AD4A3-2F62-4398-8C97-509EAE9F3CD6.MOV added by Daniel Vertrees on 01/10/2019 07:58:54

*** 01/10/2019 07:59:09 ***
A2A031DD-3A89-4146-A826-AF295D1B7E40.MOV added by Daniel Vertrees on 01/10/2019 07:59:02

*** 01/10/2019 07:59:10 ***
445346F9-5D98-4194-9CB1-63E3ED252BF2.jpeg added by Daniel Vertrees on 01/10/2019 07:59:09

*** 01/10/2019 08:01:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/10/2019 08:03:19 and created by Tony Thomas ***
1: If it passes the block test, it does not have combustion gasses in the cooling system but it may be passing coolant to the

combustion chamber. Remove the plugs, pressurize the cooling system to hold pressure, let it sit for a while and check the cylinders for coolant. If you find coolant in one of the cylinders, test the torque of the head bolts prior to removing the head. If they spin and pull the threads from the block, the engine will need to be replaced rendering the necessity of removing the head unnecessary. Thank you.

*** 01/10/2019 12:36:45 ***
Web - Note created on 01/10/2019 12:36:45 and created by Daniel Vertrees
Checked head bolts, found 1 stripped. Didn't go any farther once I found it. See photo

*** 01/10/2019 12:36:46 ***
9C09D961-35D2-44CB-9276-76AB7372DD9F.jpeg added by Daniel Vertrees on 01/10/2019 12:36:45

*** Web - Advice created on 01/10/2019 12:41:35 and created by Tony Thomas ***
1: Please validate proper maintenance and warranty, and attach a photo of the full complete valve train to this case for documentation. If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form and a PWA case will be created for you. The form must be filled out (all available sections per Pitstop PS561) and signed and dated by the service manager and technician.

*** 01/10/2019 13:20:15 ***
Web - Note created on 01/10/2019 13:20:15 and created by Daniel Vertrees
Valve train photo added

*** 01/10/2019 13:20:16 ***
A584B167-A8FD-427F-8562-1D2CA793E54B.jpeg added by Daniel Vertrees on 01/10/2019 13:20:15

*** Web - Advice created on 01/10/2019 13:38:31 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form and a PWA case will be created for you.

*** 01/10/2019 13:46:37 ***
Web - Note created on 01/10/2019 13:46:37 and created by Daniel Vertrees
Maintenance good, wrty143 added

*** 01/10/2019 13:46:39 ***
52033F69-5E7E-4736-8A29-272DE9520294.jpeg added by Daniel Vertrees on 01/10/2019 13:46:38

*** Web - Advice created on 01/10/2019 13:53:08 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please close the repair assistance case if no further assistance is required.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/10/2019 13:54:03 ***
PWA Case 13004946 created by Tony Thomas

*** 01/10/2019 13:58:33 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replace engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,168

Prod Date: 06/14/2013 **Warranty Start Date:** 10/24/2013

Dealer/Contact Data:

Dealer: UT010 Jerry Seiner Kia, Salt Lake

Phone: 8019525850 **FAX:** 8019774099

Contact: James Baker **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Engine oil # Case for warranty authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/28/2018 11:05:31 ***
Contact = James Baker, Priority = Standard, Sub Status = Dispatched

*** 12/28/2018 11:05:31 ***
Web - Problem Description created on 12/28/2018 10:51:14 and created by James Baker
The customer is concerned about a oil leak. The vehicle was here 11/20/2018 at 94,242 miles had found the engine galley was full of oil and was coming out of the bottom of the bell housing. I replaced the oil pressure switch and cleaned out the oil.

*** 12/28/2018 11:05:31 ***
Web - Diagnostics created on 12/28/2018 10:51:14 and created by James Baker
The vehicle is back with the same concern of a oil leak. Inspected and found the engine galley is full of oil again and dripping out of the bell housing. cleaned the oil out of the galley with degreaser and water. Inspected the oil pressure switch with a bore scope the switch is not leaking. Added engine oil dye and ran the vehicle for a while until the I could see some oil starting to build up. It is coming from the head gasket area on the back bank looking down into the galley oil was building. Have heard that there are concerns with the head bolts?

*** 12/28/2018 11:05:31 ***
BK560011.JPG added by James Baker on 12/28/2018 11:05:31

*** 12/28/2018 11:13:32 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 12/28/2018 11:15:43 and created by Frank Lusic ***
1: Hello James
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** Service Alert Escalated to CA as: 12989961 on 12/29/2018 01:06:44 (PST)

*** 01/11/2019 07:37:18 ***
Web - Note created on 01/11/2019 07:37:18 and created by James Baker
Inspected the head bolt torque and found the head bolt (left front) will not hold any torque just turns. Removed the head bolt and inspected the threads appear to be okay.

*** 01/11/2019 07:39:30 ***
20190111_072446.jpg added by James Baker on 01/11/2019 07:39:28

*** Web - Advice created on 01/11/2019 08:02:39 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 01/11/2019 08:56:19 ***
20190111_095442.jpg added by James Baker on 01/11/2019 08:56:17

*** 01/11/2019 08:57:12 ***
Web - Note created on 01/11/2019 08:57:11 and created by James Baker
Attached a core form to the case.

*** Web - Advice created on 01/11/2019 09:40:09 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/11/2019 09:40:51 ***
PWA Case created for RA Case 12989211 by Frank Lusic

*** 01/11/2019 12:31:39 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,099

Prod Date: 05/02/2013 **Warranty Start Date:** 06/03/2013

Dealer/Contact Data:

Dealer: TX117 Parkway Family Kia

Phone: 2813126200 **FAX:** 8327776715

Contact: Jose nieto **Contact Title:** Dual Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 12/13/2018 15:12:09 ***
Contact = Jose Nieto, Priority = Standard, Sub Status = Dispatched

*** 12/13/2018 15:12:10 ***
Web - Problem Description created on 12/13/2018 14:59:25 and created by Jose Nieto
Vehicle won't stay running and overheats.

*** 12/13/2018 15:12:10 ***
Web - Diagnostics created on 12/13/2018 15:11:38 and created by Jose Nieto
Coolant level low and also while running bubbles showing inside of coolant Reservoir while running also smells like exhaust. White smoke coming out of the tailpipe . Oil dip stick and oil cap covered in milky brown oil.

*** 12/13/2018 15:29:36 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 12/13/2018 15:30:22 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.
2: If the block check has failed please see below.
3: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 12/14/2018 15:56:47 ***

20181214_162540.mp4 added by Jose Nieto on 12/14/2018 15:55:41

*** Web - Advice created on 12/14/2018 16:15:05 and created by Eric Patterson ***
1: Perfect. The block check has failed.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 12/18/2018 09:16:08 ***
Web - Note created on 12/18/2018 09:16:08 and created by Jose Nieto
Removed cams and found bank 2 most of all head bolts loose will not torque down just keeps spinning. Torque wrench set at 80 lbs. All bolts on bank 1 hold in place all of bolts hold torque at 80 lbs.

*** 12/18/2018 09:16:10 ***
154515288060873776676O.jpg added by Jose Nieto on 12/18/2018 09:16:08

*** 12/18/2018 09:16:12 ***
15451530339445650766 6.jpg added by Jose Nieto on 12/18/2018 09:16:10

*** Web - Advice created on 12/18/2018 10:29:07 and created by Steven Okimura ***
1: Attach an engine core data form (PS561) and we will create a PWA case for engine replacement approval

*** 12/19/2018 07:03:42 ***
Web - Note created on 12/19/2018 07:03:42 and created by Jose Nieto
Engine core and pwa form sent

*** 12/19/2018 07:03:47 ***
1545231679205191263438 9.jpg added by Jose Nieto on 12/19/2018 07:03:42

*** Web - Advice created on 12/19/2018 09:56:16 and created by Jerry Gossling ***
1: Jose,
Thank you for the PWA form. Please verify the vehicle still has drive train warranty.
Thank you

*** 01/14/2019 13:19:22 ***
Web - Note created on 01/14/2019 13:19:22 and created by Jose Nieto
YES VEHICLE IS STILL UNDER POWERTRAIN WARRANTY.

*** 01/14/2019 13:38:43 ***
PWA Case created for RA Case 12974287 by Jerry Gossling

*** Web - Advice created on 01/14/2019 13:44:09 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

Thanks

*** 01/15/2019 06:23:38 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,383

Prod Date: 05/09/2013 **Warranty Start Date:** 06/09/2013

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Ralph Brunt **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 01/14/2019 15:04:59 ***
Contact = Rosendo Figueroa, Priority = Standard, Sub Status = Dispatched

*** 01/14/2019 15:04:59 ***
Web - Problem Description created on 01/14/2019 15:04:59 and created by Rosendo Figueroa
CUSTOMER STATES VEHICLE IS SMOKING AND OVER HEATING WHILE DRIVING.

*** 01/14/2019 15:04:59 ***
Web - Diagnostics created on 01/14/2019 15:04:59 and created by Rosendo Figueroa
VERIFIED CONCERN, VEHICLE OVERHEATING WHILE DRIVING. FOUND COOLANT INSIDE RADIATOR CONTAMINATED, BLOCK TESTED ENGINE AND LIQUID CHANGED COLOR FAST, BLOWN HEAD GASKET.

*** 01/14/2019 15:56:24 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/14/2019 15:57:09 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: Then measure the heads for warpage.

*** Web - Advice created on 01/14/2019 15:58:05 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 01/15/2019 12:56:31 ***
Assigned to WIPBin All Others of Eric Patterson by Tony Thomas
Reason: Ralph called in to take over the case and will update shortly.

*** Phone - Advice created on 01/15/2019 14:11:23 and created by Eric Patterson ***
1: Thermostat housing is the cause of the overheated. There is dry coolant near the thermostat housing.
2: The heads are .005 and the block is .007. The heads and block will need replaced.
3: Once the WRTY 143 Engine Core form is added I WILL CREATE THE PWA FOR YOU…...Please do not open a PWA case on your own…

*** 01/15/2019 14:24:30 ***
154759097525316744867 57.jpg added by Ralph Brunt on 01/15/2019 14:24:29

*** 01/15/2019 14:24:32 ***
154759100176225248185 2.jpg added by Ralph Brunt on 01/15/2019 14:24:31

*** 01/15/2019 14:24:33 ***
154759105154793263068 6.jpg added by Ralph Brunt on 01/15/2019 14:24:32

*** 01/15/2019 15:01:58 ***
Web - Note created on 01/15/2019 15:01:57 and created by Ralph Brunt
the case has been updated

*** 01/15/2019 15:07:24 ***
PWA Case 13010657 created by Eric Patterson

*** Web - Advice created on 01/15/2019 15:08:11 and created by Eric Patterson ***
1: Your PWA case Number is # 13010657
2: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please call in for questions or send a reopen request to open this case. Thanks

*** 01/15/2019 15:08:31 ***
Case closed by Eric Patterson with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 68,461

Prod Date: 06/20/2014 **Warranty Start Date:** 07/17/2014

Dealer/Contact Data:

Dealer: OH044 Taylor Kia of Boardman

Phone: 3307587281 **FAX:** 3307581952

Contact: Gary Turner **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Eng-NoStart-Eng mech#

Symptom: Overheating **DTC:** P0306

System: Engine Mechanical

Component: Engine (General)

Resolution: Replace engine assembly

Case History

*** 01/15/2019 07:30:30 ***
Contact = Gary Turner, Priority = Standard, Sub Status = Dispatched

*** 01/15/2019 07:30:30 ***
Web - Problem Description created on 01/15/2019 06:25:45 and created by Gary Turner
crank no start, no heat, reduced engine power, per service advisor.

*** 01/15/2019 07:30:30 ***
Web - Diagnostics created on 01/15/2019 06:25:46 and created by Gary Turner
attempted to start engine, sounded as if the engine has no compression. Scanned for dtc's, p0306. Removed cylinder 6 spark plug. Completely fouled with what appears to be engine oil. Visually inspected and found engine/ trans completely covered in oil and coolant. Radiator completely empty. Attempted to fill coolant, added about 4 gallons and stopped knowing it was too much and going somewhere. No visible leaks present while filling with coolant. Drained engine oil, suspecting coolant was entering engine. No coolant came out. Pressure tested cooling system and coolant is gushing out of cylinder 6 spark plug tube. See attached video. The real question here is what caused the engine to overheat...the root cause of engine failure...

*** 01/15/2019 07:48:57 ***
Web - Note created on 01/15/2019 07:48:57 and created by Gary Turner
also note, spark plug still removed, coolant is leaking from weep hole in muffler. I would suspect exhaust side combustion leakage, with catalytic converter contamination.

*** 01/15/2019 08:02:40 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/15/2019 08:07:22 and created by Chris Schang ***
1: Gary,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 01/15/2019 08:13:30 ***
Web - Note created on 01/15/2019 08:13:30 and created by Gary Turner
you got it

*** Web - Advice created on 01/15/2019 08:54:56 and created by Chris Schang ***
1: Thank you Gary.

*** 01/15/2019 10:25:01 ***
154757647471120546127 91.jpg added by Gary Turner on 01/15/2019 10:25:00

*** 01/15/2019 10:25:03 ***
154757656997016381388 54.jpg added by Gary Turner on 01/15/2019 10:25:02

*** Web - Advice created on 01/15/2019 12:33:33 and created by Chris Schang ***
1: Thank you for the video and the pictures.
At this point the heads will need to come off and we will need to determine if the heads and the block are warped. You can get DPSM labor approval to perform this. Once the heads are off, attach a photo of the valve train for maintenance verification. If the cylinder heads and/or the block is warped, we are looking at engine replacement. If nothing is warped, the head gaskets and head bolts can be replaced along with anything else that cannot be reused. Give me a call if you have any questions. If none, let me know what you find.

*** 01/15/2019 12:52:26 ***
154758521004169020 4926.jpg added by Gary Turner on 01/15/2019 12:52:25

*** 01/15/2019 12:52:28 ***
154758532662773805 4166.jpg added by Gary Turner on 01/15/2019 12:52:27

*** 01/15/2019 12:52:29 ***
154758537321610613 00955.jpg added by Gary Turner on 01/15/2019 12:52:28

*** 01/15/2019 12:52:31 ***
154758541846751285 9435.jpg added by Gary Turner on 01/15/2019 12:52:30

*** 01/15/2019 12:52:32 ***
154758546089781387 8045.jpg added by Gary Turner on 01/15/2019 12:52:31

*** 01/15/2019 12:52:33 ***
154758551124815750 11037.jpg added by Gary Turner on 01/15/2019 12:52:32

*** Web - Advice created on 01/15/2019 14:44:33 and created by Chris Schang ***
1: Thanks for the photos Gary.
Let me know what you find as far as block and head warping.

*** 01/16/2019 04:35:45 ***
Web - Note created on 01/16/2019 04:35:45 and created by Gary Turner
Gave information to service manager to relay to DPSM. In my opinion, this was deliberate and did not accidentally happen.

*** Web - Advice created on 01/16/2019 06:25:32 and created by Chris Schang ***
1: Gary,
How would this be deliberate?

*** 01/16/2019 06:36:04 ***
Web - Note created on 01/16/2019 06:36:04 and created by Gary Turner
they drove it knowing it was overheating. All of the leaks the engine has didn't just happen. There is fluid baked on to the exhaust. Poor vehicle maintenance. Not changing the oil at regular service intervals. That's just my opinion from what I can physically see.

*** Web - Advice created on 01/16/2019 07:23:30 and created by Chris Schang ***
1: Gary,
Your dealership has DSA privileges so if your manager deems this to be negligence, that would be up to them. I understand

where you are coming from, however, this would be difficult to prove.

*** 01/16/2019 07:36:18 ***
Web - Note created on 01/16/2019 07:36:17 and created by Gary Turner
I totally understand that. And I understand it would be difficult to prove. I'm waiting on oil change records. What we have is that the vehicle hasn't been here in 30000 miles. I can only speculate, but what I think happened is that the oil was not properly maintained, from what I drained out of the engine had to be only a couple of quarts, and what oil was there was sludge and completely broken down. Which , in turn caused undo stress on the engine, which in turn, caused it to overheat.

*** Web - Advice created on 01/16/2019 08:55:17 and created by Chris Schang ***
1: Gary,
Can you attach a photo of the valve train for review?

*** 01/16/2019 10:19:24 ***
154766229710120679752 1.jpg added by Gary Turner on 01/16/2019 10:19:22

*** 01/16/2019 10:19:26 ***
154766235411321409239 8.jpg added by Gary Turner on 01/16/2019 10:19:25

*** 01/16/2019 10:19:29 ***
154766243651820081844 66.jpg added by Gary Turner on 01/16/2019 10:19:27

*** 01/16/2019 10:19:31 ***
154766256239466388668 8.jpg added by Gary Turner on 01/16/2019 10:19:29

*** 01/16/2019 10:19:33 ***
154766264777219793880 92.jpg added by Gary Turner on 01/16/2019 10:19:31

*** 01/16/2019 10:19:35 ***
154766269222341676489 8.jpg added by Gary Turner on 01/16/2019 10:19:33

*** Web - Advice created on 01/16/2019 10:47:39 and created by Chris Schang ***
1: Gary,
The valve train appears to be clean meaning someone somewhere was doing the services. If an independent facility was performing this, they may have used inadequate oil if you state it is broken down, but I do not see enough evidence to deny the claim.

*** 01/16/2019 10:58:23 ***
Web - Note created on 01/16/2019 10:58:23 and created by Gary Turner
yep, just received DPSM approval, it will probably be a couple days before I get to it.

*** Web - Advice created on 01/16/2019 11:05:23 and created by Chris Schang ***
1: Thanks Gary.

*** 01/23/2019 06:41:04 ***
Web - Note created on 01/23/2019 06:41:04 and created by Gary Turner
removed engine assembly and disassembled timing components, removed cylinder heads. Bank 2 head gasket melted. Cleaned gasket surfaces and checked flatness with machinist straightedge. Bank #2 cylinder head between cylinders #4 and #6 measured .003. Bank #2 cylinder block between cylinders #2 and #4 measured .005. Between cylinders #4 and #6 measured .004. Bank #1 cylinder head and cylinder block measured .005 between all cylinders. Based upon the information I have, these measurements are not within specification.

*** Web - Advice created on 01/23/2019 12:17:26 and created by Chris Schang ***
1: Gary,
Please attach the WRTY-143 form to this case and I can create a PWA case for you.

*** 01/23/2019 12:48:40 ***
154827648417844175790 2.jpg added by Gary Turner on 01/23/2019 12:48:38

*** 01/23/2019 15:22:46 ***

PWA Case 13021435 created by Chris Schang

*** Web - Advice created on 01/23/2019 15:23:59 and created by Chris Schang ***
1: Gary,
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Service Alert Escalated to CA as: 13021827 on 01/24/2019 01:06:59 (PST)

*** 01/28/2019 06:41:13 ***
154868643073916430541 51.jpg added by Gary Turner on 01/28/2019 06:41:12

*** Web - Advice created on 01/28/2019 07:54:44 and created by Chris Schang ***
1: Thank you for the latest photo.

*** 01/28/2019 07:58:41 ***
Web - Note created on 01/28/2019 07:58:41 and created by Gary Turner
yea, as I go through and inspect everything for assembly, I will attach photos just for documentation purposes.

*** Web - Advice created on 01/28/2019 09:32:14 and created by Chris Schang ***
1: Thanks Gary.

*** 02/05/2019 06:17:14 ***
Web - Note created on 02/05/2019 06:17:14 and created by Gary Turner
replaced short block, cylinder heads,timing chain guides do to damage, oil control valve's, camshaft actuators,oil pump, water pump due to the fact it was leaking, fuel pipe, and all associated gaskets. There were metal shavings in the oil control valve's. Reassembled, added fluids, and road tested vehicle. Checked vehicle for leaks and verified fluid levels.

*** 02/05/2019 06:18:10 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: Replace engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,383

Prod Date: 05/09/2013 **Warranty Start Date:** 06/09/2013

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Ralph Brunt **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 01/14/2019 15:04:59 ***
Contact = Rosendo Figueroa, Priority = Standard, Sub Status = Dispatched

*** 01/14/2019 15:04:59 ***
Web - Problem Description created on 01/14/2019 15:04:59 and created by Rosendo Figueroa
CUSTOMER STATES VEHICLE IS SMOKING AND OVER HEATING WHILE DRIVING.

*** 01/14/2019 15:04:59 ***
Web - Diagnostics created on 01/14/2019 15:04:59 and created by Rosendo Figueroa
VERIFIED CONCERN, VEHICLE OVERHEATING WHILE DRIVING. FOUND COOLANT INSIDE RADIATOR CONTAMINATED, BLOCK TESTED ENGINE AND LIQUID CHANGED COLOR FAST, BLOWN HEAD GASKET.

*** 01/14/2019 15:56:24 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/14/2019 15:57:09 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: Then measure the heads for warpage.

*** Web - Advice created on 01/14/2019 15:58:05 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 01/15/2019 12:56:31 ***
Assigned to WIPBin All Others of Eric Patterson by Tony Thomas
Reason: Ralph called in to take over the case and will update shortly.

*** Phone - Advice created on 01/15/2019 14:11:23 and created by Eric Patterson ***
1: Thermostat housing is the cause of the overheated. There is dry coolant near the thermostat housing.
2: The heads are .005 and the block is .007. The heads and block will need replaced.
3: Once the WRTY 143 Engine Core form is added I WILL CREATE THE PWA FOR YOU…...Please do not open a PWA case on your own…

*** 01/15/2019 14:24:30 ***
1547590975253167448675 7.jpg added by Ralph Brunt on 01/15/2019 14:24:29

*** 01/15/2019 14:24:32 ***
1547591001762252481852.jpg added by Ralph Brunt on 01/15/2019 14:24:31

*** 01/15/2019 14:24:33 ***
1547591051547932630686.jpg added by Ralph Brunt on 01/15/2019 14:24:32

*** 01/15/2019 15:01:58 ***
Web - Note created on 01/15/2019 15:01:57 and created by Ralph Brunt
the case has been updated

*** 01/15/2019 15:07:24 ***
PWA Case created for RA Case 13008942 by Eric Patterson

*** Web - Advice created on 01/15/2019 15:07:36 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/16/2019 07:02:43 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,998

Prod Date: 06/18/2013 **Warranty Start Date:** 09/15/2013

Dealer/Contact Data:

Dealer: CA175 Future Kia

Phone: 5592946300 **FAX:** 5592910798

Contact: Gerardo Melchor **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: REMOVED BOTH

Case History

*** 01/17/2019 15:23:08 ***
Contact = Gerardo Melchor, Priority = Standard, Sub Status = Dispatched

*** 01/17/2019 15:23:08 ***
Web - Problem Description created on 01/17/2019 15:23:08 and created by Gerardo Melchor
CUSTOMER STATES HAS TO ADD COOLANT OFTEN.

*** 01/17/2019 15:23:08 ***
Web - Diagnostics created on 01/17/2019 15:23:08 and created by Gerardo Melchor
FOUND COOLANT LEAKING FROM HEAD GASKETS. UPON REMOVAL OF CYLINDER HEADS FOUND SOME HEAD BOLTS LOOSE AND UPON REMOVAL OF HEAD BOLTS FOUND ALUMINUM COIL FROM BLOCK CAME OUT WITH THE HEAD BOLTS WANT TO VERIFY THAT THIS IS NOT REPAIRABLE AND WILL NEED A SHORT BLOCK, CORRECT?

*** 01/17/2019 15:30:37 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/17/2019 15:35:23 and created by Mike Ozonur ***
1: Yes depending on the cylinder head condition and the condition of the other components you may have to replace the engine assembly.

2: Please measure the head and the block surfaces for flatness with a straight edge thanks,
3: Please provide a picture of the cylinder head bolts.

*** 01/17/2019 15:52:26 ***
Web - Note created on 01/17/2019 15:52:26 and created by Gerardo Melchor
I have attatched a photo of the head bolts removed. Only bank 2 (front) cyclinder head bolts (4) were loose and only 2 had coil debris on them.

*** 01/17/2019 15:52:30 ***

4E7052F6-F88E-42A0-9A62-04ECBFE8FAA9.jpeg added by Gerardo Melchor on 01/17/2019 15:52:26

*** Service Alert Escalated to CA as: 13014550 on 01/18/2019 01:06:13 (PST)

*** Web - Advice created on 01/18/2019 12:09:44 and created by Mike Ozonur ***
1: any sludge in the engine,
2: Measure the cylinder head surfaces for flatness with a straight edge thanks

*** 02/04/2019 08:40:43 ***
Case Closed with Resolution Code: Improper Torque
Resolution Summary: REMOVED BOTH CYLINDER HEADS. FOUND 4 HEAD BOLTS LOOSE/NOT TO SPEC. ALUMINUM COIL WAS REMOVED ALONG WITH HEAD BOLT. REPLACED SHORT BLOCK.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,711

Prod Date: 09/11/2013 **Warranty Start Date:** 01/29/2014

Dealer/Contact Data:

Dealer: KS011 Shawnee Mission Kia

Phone: 9133849100 **FAX:** 9136470026

Contact: Ryan Debrecht **Contact Title:** Technology Specialist **Service District:** CE05

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Radiator

Resolution:

Case History

*** 01/21/2019 05:36:43 ***
Contact = Ryan Debrecht, Priority = Standard, Sub Status = Dispatched

*** 01/21/2019 05:36:43 ***
Web - Problem Description created on 01/21/2019 05:36:43 and created by Ryan Debrecht
customer states the vehicle seems to be losing radiator fluid, and was told by a shop needed a head gasket.

*** 01/21/2019 05:36:43 ***
Web - Diagnostics created on 01/21/2019 05:36:43 and created by Ryan Debrecht
verified head gasket failure causing customers concern. tore vehicle down and noticed that two of the head bolts on the rear bank are loose and causing the head gasket failure. we are seeking to replace the short block due to not being able to fix threads on the short block.

*** 01/21/2019 06:10:20 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/21/2019 06:18:39 and created by Mike Ozonur ***
1: Please provide a picture of the cylinder head bolts showing the threads
2: Please provide a picture of the valve train
3: Please measure the head surfaces for flatness with a straight edge and note your findings.

*** 01/21/2019 14:25:55 ***
Web - Note created on 01/21/2019 14:25:55 and created by Ryan Debrecht
Advice 3: 0.04mm

*** 01/21/2019 14:26:54 ***
Web - Note created on 01/21/2019 14:26:54 and created by Ryan Debrecht
all of the head bolts were loose but 3 bolts.

*** 01/21/2019 14:29:07 ***

15481096865933545187 60.jpg added by Alex Silvers on 01/21/2019 14:29:06

*** 01/21/2019 14:29:08 ***
15481097188554814873 20.jpg added by Alex Silvers on 01/21/2019 14:29:07

*** Service Alert Escalated to CA as: 13017632 on 01/22/2019 01:03:11 (PST)

*** Web - Advice created on 01/22/2019 14:52:14 and created by Mike Ozonur ***
1: Please provide a picture of the cylinder head bolts showing the threads
2: Please provide a picture of the valve train
3: Please measure the head surfaces for flatness with a straight edge and note your findings.

*** 01/23/2019 06:35:15 ***
Web - Note created on 01/23/2019 06:35:15 and created by Ryan Debrecht
I have already sent in pictures and measurements

*** Web - Advice created on 01/24/2019 07:20:49 and created by Mike Ozonur ***
1: Based on information provided recommend to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 01/24/2019 12:41:31 ***
15483624028201132064183.jpg added by Alex Silvers on 01/24/2019 12:41:29

*** 01/24/2019 15:04:51 ***
Web - Note created on 01/24/2019 15:04:51 and created by Ryan Debrecht
FORM HAS BEEN ATTACHED.

*** Web - Advice created on 01/25/2019 15:19:22 and created by Mike Ozonur ***
<For Internal Use Only
.>

*** 01/25/2019 15:21:04 ***
PWA Case 13024830 created by Mike Ozonur

*** Web - Advice created on 01/25/2019 15:21:35 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/29/2019 06:07:43 ***
Web - Note created on 01/29/2019 06:07:43 and created by Ryan Debrecht
pwa has been validated

*** Web - Advice created on 01/29/2019 10:48:29 and created by Mike Ozonur ***
1: PWA has been approved and closed.

*** Case has been auto closed by the system on 03/01/2019 01:09:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,102

Prod Date: 01/30/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Zachary Epperly **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Smokes # Prior Warranty Authorization

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/22/2019 08:37:37 ***
Contact = Zachary Epperly, Priority = Standard, Sub Status = Dispatched

*** 01/22/2019 08:37:38 ***
Web - Problem Description created on 01/22/2019 08:37:38 and created by Zachary Epperly
Customer sates: Vehicle blowing smoke from exhaust, coolant is leaking externally from the engine.

*** 01/22/2019 08:37:38 ***
Web - Diagnostics created on 01/22/2019 08:37:38 and created by Zachary Epperly
Confirmed customer concern. Found coolant level extremely low. Oil appears to be mixed with coolant. Exhaust gasses are venting from the radiator fill hole. We have had quite a few similar customer concerns which have all turned out to be the bank 2 head bolts on the rear side of the engine stripping the threads out of the block. Recommend long block replacement.

*** 01/22/2019 08:57:51 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/22/2019 08:58:46 and created by Jerry Gossling ***
1: Zachary,
Thank you for the information. Please gain access to the head bolts then see if they will maintain a 60 LBS of torque by using your torque wrench.
Thank you

*** 01/23/2019 08:18:14 ***
Web - Note created on 01/23/2019 08:18:13 and created by Zachary Epperly
I have tested the head bolts, the 2 on the driver front of the engine spun free and stripped at 25-30 lbs. Same side, but towards the valley of the engine, so the one on the corner, spun free and stripped at roughly 40 lbs.

*** Web - Advice created on 01/23/2019 09:36:11 and created by Jerry Gossling ***
1: Zachary,
Thank you for the information.

Please provide a completely filled out WRTY 143 PWA core data form so we can proceed.
Thank you

*** 01/24/2019 09:48:02 ***
Web - Note created on 01/24/2019 09:48:02 and created by Zachary Epperly
See attached WRTY143 form

*** 01/24/2019 09:48:03 ***
1548352012976194581660 8.jpg added by Zachary Epperly on 01/24/2019 09:48:02

*** Web - Advice created on 01/24/2019 10:59:36 and created by Jerry Gossling ***
1: Zachary,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

Thanks

*** 01/24/2019 10:59:43 ***
PWA has been authorized by Jerry Gossling

*** 01/24/2019 10:59:43 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,398

Prod Date: 12/04/2013 **Warranty Start Date:** 06/18/2014

Dealer/Contact Data:

Dealer: TN034 Wallace Kia of Bristol

Phone: 4237641145 **FAX:** 4236522978

Contact: Richard Guy **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # head bolt threads in block stripped

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA case created

Case History

*** 01/25/2019 12:05:25 ***
Contact = Richard Guy, Priority = Standard, Sub Status = Dispatched

*** 01/25/2019 12:05:26 ***
Web - Problem Description created on 01/25/2019 11:53:11 and created by Richard Guy
cust states temp gauge goes all the way over to hot

*** 01/25/2019 12:05:26 ***
Web - Diagnostics created on 01/25/2019 11:53:11 and created by Richard Guy
i found the coolant system was pushing coolant into the over flow tank i performed a head and block test and i have exaust gases in the coolant system i went to remove the heads and found all the head bolts were loose there was only one on each head that was tight i have checked the heads and there good when i removed the head bolts i had some that the threads came out with the bolts i will send u a picture of them

*** 01/25/2019 12:05:30 ***
0125191454.jpg added by Richard Guy on 01/25/2019 12:05:26

*** 01/25/2019 12:27:59 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/25/2019 12:28:48 and created by Brian Lall ***
1: Please attach the WRTY 143 PWA form to this case. My recommendation is to replace the engine after getting PWA approval if needed. Please verify if the vehicle has a valid power train warranty. If it does have a valid warranty, Techline can now create a PWA case automatically from the repair assistance case once all information is provided, so you do not need to do it. Thanks.

*** 01/28/2019 06:40:36 ***
Web - Note created on 01/28/2019 06:40:36 and created by Richard Guy
i sent the pwa and yes its still under power train warranty thanks

*** 01/28/2019 06:42:04 ***
0128190817.jpg added by Richard Guy on 01/28/2019 06:42:03

*** 01/28/2019 07:37:53 ***
PWA Case 13026080 created by Brian Lall

*** Web - Advice created on 01/28/2019 07:38:31 and created by Brian Lall ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/28/2019 07:49:35 ***
Web - Note created on 01/28/2019 07:49:35 and created by Richard Guy
i dont see where to validate this one like i did the other one

*** Web - Advice created on 01/28/2019 09:47:58 and created by Brian Lall ***
1: I add the same note in the R/A and PWA case to make sure you see it and complete the authorization. It is only validated in the PWA case. I verified that you validated the warranty and that the PWA was authorized on case 13026080 and it has been closed. Please proceed with repairs. Thanks.

*** 01/28/2019 09:54:23 ***
Web - Note created on 01/28/2019 09:54:23 and created by Richard Guy
ok thanks

*** Research - Advice created on 01/28/2019 11:02:14 and created by Brian Lall ***
1: Your Welcome!

*** 02/05/2019 06:41:46 ***
Web - Note created on 02/05/2019 06:41:46 and created by Richard Guy
i have replaced the engine block assy i have oil leaking from the oil filter housing looks like i might have cracked it i have ordered another one

*** Research - Advice created on 02/05/2019 08:20:55 and created by Brian Lall ***
1: Thanks for the update.

*** 02/05/2019 10:38:50 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: PWA case created

*** Service Alert Escalated to CA as: 13038549 on 02/06/2019 01:04:52 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,405

Prod Date: 05/28/2014 **Warranty Start Date:** 09/26/2014

Dealer/Contact Data:

Dealer: CA305 Kia of Vacaville

Phone: 7073596400 **FAX:** 7074717266

Contact: Crystal Kindred **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Remove and replaced short

Case History

*** 01/26/2019 13:55:23 ***
Contact = Crystal Kindred, Priority = Standard, Sub Status = Dispatched

*** 01/26/2019 13:55:23 ***
Web - Problem Description created on 01/26/2019 13:55:23 and created by Crystal Kindred
Customer states heater has been not working for a few weeks now, no hot air coming out.

*** 01/26/2019 13:55:23 ***
Web - Diagnostics created on 01/26/2019 13:55:23 and created by Crystal Kindred
Verified customers concern found heater to be inop. Scanned for dtc's, none found. Verified operation of all HVAC door actuators. Checked coolant level, found to be 1/2 gal low. Topped off coolant level, started veh, verified operation of heater. Performed visual inspection of cooling system, found no signs of leaks. Test driven veh, during test drive noticed a lot of white smoke from exhaust and notice water on road behind veh whenever I hit the throttle. Brought veh back to shop, noticed coolant blowing out of overflow bottle and smoking. Removed radiator cap and performed block test (failed). pic attached

*** 01/26/2019 13:56:22 ***
IMG_0262.JPG added by Crystal Kindred on 01/26/2019 13:56:22

*** 01/26/2019 13:56:29 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/26/2019 14:00:53 and created by Chris Schang ***
1: Crystal,
You will need to get DPSM approval at this time to remove the cylinder heads and inspect the head and block deck for warping. When the heads are removed, please also check the cylinder walls for scoring. Please update the case with your findings and any photos of any damage found.

*** Service Alert Escalated to CA as: 13025591 on 01/27/2019 01:03:00 (PST)

*** Case has been auto closed by the system on 02/26/2019 01:09:20 (PST)
*** 03/04/2019 17:07:28 ***
Case Number: XXXXXXXX Reopen Requested by Crystal Kindred.
Reason: [update to case. Removed intake manifold, removed Bank 1 valve cover and both cam shafts, checked torque on cylinder head bolts found head bolt closest to front of engine on exhaust side to be at 11.9lbs, right behind it (next bolt) 18.4lbs then 44.8lbs then over 100lbs at back of engine on exhaust side. Theads came out with bolt on the front one that was only 11.9lbs. The loose head bolt is causing coolant to get past head gasket, causing smoke out tail pipe and heater to be inop due to low coolant. recommend engine replacement]

*** 03/05/2019 06:25:25 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/05/2019 06:26:57 and created by Chris Schang ***
1: Crystal,
Because of the overheating, the heads will have to be inspected to see if there is any warping. Please attach photos of the valve train for maintenance verification and the WRTY-143 form and we can go from there.

*** 03/18/2019 14:47:03 ***
IMG_0848.JPG added by Crystal Kindred on 03/18/2019 14:47:02

*** 03/18/2019 14:47:05 ***
IMG_0876.JPG added by Crystal Kindred on 03/18/2019 14:47:04

*** 03/18/2019 14:47:06 ***
IMG_0878.JPG added by Crystal Kindred on 03/18/2019 14:47:05

*** 03/18/2019 14:49:31 ***
Web - Note created on 03/18/2019 14:49:31 and created by Crystal Kindred
Pics attached, bank 1 has the most warpage at .006 and bank 2 at .004 added pic of bolts and one has threads that came out with it attached engine core form

*** 03/18/2019 14:49:32 ***
IMG_0879.JPG added by Crystal Kindred on 03/18/2019 14:49:31

*** Web - Advice created on 03/18/2019 15:25:10 and created by Chris Schang ***
1: Crystal,
Can you send a photo of the head and valve train for maintenance?

*** 03/18/2019 15:35:40 ***
Web - Note created on 03/18/2019 15:35:40 and created by Crystal Kindred
Now attached

*** 03/18/2019 15:35:41 ***
IMG_0880.JPG added by Crystal Kindred on 03/18/2019 15:35:41

*** 03/18/2019 15:35:42 ***
IMG_0881.JPG added by Crystal Kindred on 03/18/2019 15:35:41

*** 03/19/2019 06:40:35 ***
PWA Case 13091364 created by Chris Schang

*** Web - Advice created on 03/19/2019 06:41:29 and created by Chris Schang ***
1: Crystal,
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector

backup ring & injector washer seal. Refer to ENG083.

*** 04/01/2019 18:15:40 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Remove and replaced short block and related parts, verified operation

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,185

Prod Date: 03/20/2014 **Warranty Start Date:** 08/27/2014

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/28/2019 07:18:21 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 01/28/2019 07:18:21 ***
Web - Problem Description created on 01/28/2019 07:18:21 and created by Humberto Castillo Gasca
customer complained of coolant loss and no heat from vents

*** 01/28/2019 07:18:21 ***
Web - Diagnostics created on 01/28/2019 07:18:21 and created by Humberto Castillo Gasca
pressure tested coolant system after filling with fluid, checked for external leak found none, checked engine with combustion leak test and fluid turned clear yellow color after drawing air from coolant system.

*** 01/28/2019 08:02:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/28/2019 08:05:11 and created by Jerry Gossling ***
1: Humberto,
Thank you for the information. I recommend to remove the cam assemblies then to use a torque wrench and see if the head blots will retain a 60 LBS of torque.
Thank you

*** 01/28/2019 09:43:01 ***
Web - Note created on 01/28/2019 09:43:01 and created by Humberto Castillo Gasca
tried to torque head bolts as suggested and first bolt that i went to would just turn in block, tried two more bolts and found one of the two bolts were also stripped in block

*** Web - Advice created on 01/28/2019 10:59:22 and created by Jerry Gossling ***
1: Humberto,
Thank you for the information. Based off of your information I recommend to replace the engine.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is

received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** 01/28/2019 13:35:09 ***
Web - Note created on 01/28/2019 13:35:09 and created by Humberto Castillo Gasca
uploaded core sheet

*** 01/28/2019 13:35:11 ***
272893.png added by Humberto Castillo Gasca on 01/28/2019 13:35:09

*** 01/29/2019 04:35:27 ***
PWA Case created for RA Case 13026030 by Jerry Gossling

*** Web - Advice created on 01/29/2019 04:36:05 and created by Jerry Gossling ***
1: Humberto,
You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it.
• Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Thank you

*** 02/12/2019 13:34:02 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,395

Prod Date: 10/18/2013 **Warranty Start Date:** 01/26/2014

Dealer/Contact Data:

Dealer: IN022 Ray Skillman Westside Kia

Phone: 3172938060 **FAX:** 3172970970

Contact: Jeffrey Cox **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/25/2019 05:27:44 ***
Contact = Jeffrey Cox, Priority = Standard, Sub Status = Dispatched

*** 01/25/2019 05:27:44 ***
Web - Problem Description created on 01/25/2019 05:27:44 and created by Jeffrey Cox
over heating/coolant leak

*** 01/25/2019 05:27:44 ***
Web - Diagnostics created on 01/25/2019 05:27:44 and created by Jeffrey Cox
car overheating, previously the coolant temperature control assembly was replaced for coolant leak. car returned overheating again with coolant leak. pressure tested system,
found coolant leaking from the corner of head bank 2. car idles rough.

*** 01/25/2019 05:31:05 ***
1548422921773185567676 6.jpg added by Jeffrey Cox on 01/25/2019 05:31:04

*** 01/25/2019 05:31:58 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/25/2019 05:34:28 and created by Tony Thomas ***
1: Get approval to pull the head for further inspection after you verify the head bolts are not pulling the threads from the block.
Thank you.

*** Service Alert Escalated to CA as: 13025169 on 01/26/2019 01:07:04 (PST)

*** 01/29/2019 08:13:27 ***
Web - Note created on 01/29/2019 08:13:27 and created by Jeffrey Cox
when removing head bolts, the right corner head bolt threads pulled out of block. that where the head was leaking.

*** Web - Advice created on 01/29/2019 08:48:56 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form. The form must be filled out (all available sections per Pitstop PS561) and signed and dated by the service manager and technician.

*** 01/29/2019 10:25:21 ***
154878625877717127873 41.jpg added by Jeffrey Cox on 01/29/2019 10:25:19

*** Web - Advice created on 01/29/2019 10:28:25 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/29/2019 10:28:49 ***
PWA Case created for RA Case 13023687 by Tony Thomas

*** 01/29/2019 10:55:19 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,409

Prod Date: 05/07/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: VA027 Parsons Kia

Phone: 5406678400 **FAX:** 5407223143

Contact: PHILIP MARTYN **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/31/2019 08:52:31 ***
Contact = PHILIP MARTYN, Priority = Standard, Sub Status = Dispatched

*** 01/31/2019 08:52:32 ***
Web - Problem Description created on 01/31/2019 08:52:31 and created by PHILIP MARTYN
vehicle is a tow-in for overheating check for the problem have white smoke out the tail pipe anti-freeze pushing out of the rad

*** 01/31/2019 08:52:32 ***
Web - Diagnostics created on 01/31/2019 08:52:32 and created by PHILIP MARTYN
engine problem

*** 01/31/2019 08:55:31 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/31/2019 08:57:45 and created by Jerry Gossling ***
1: Philip,
Thank you for the information. Please remove the cam assemblies. Next use a torque wrench and see if the head bolts will maintain a 60 FT LBS of torque.
Thank you

*** 01/31/2019 09:01:15 ***
1548954003173-79481040.jpg added by PHILIP MARTYN on 01/31/2019 09:01:11

*** Web - Advice created on 01/31/2019 09:07:14 and created by Jerry Gossling ***
1: Philip,
Thank you for the PWA form. Please follow the previous recommendation.
Thank you

*** 02/01/2019 12:47:49 ***
Web - Note created on 02/01/2019 12:47:48 and created by PHILIP MARTYN

yes the head bolts will maintain a 60 ft of torque anti freeze is in #1 and #3 cyl

*** 02/01/2019 13:35:50 ***
Web - Note created on 02/01/2019 13:35:50 and created by PHILIP MARTYN
I ment to say anit-freeze in #1and #5 cyl

*** Web - Advice created on 02/01/2019 13:50:46 and created by Jerry Gossling ***
1: Phillip,
Are you positive the head bolts will maintain a 60 FT LBS of torque?
Thank you

*** 02/01/2019 13:59:02 ***
Web - Note created on 02/01/2019 13:59:02 and created by PHILIP MARTYN
yes

*** Web - Advice created on 02/02/2019 07:25:21 and created by Jerry Gossling ***
1: Philip,
Since none if the head bolts are stripped out, I recommend to remove the cylinder heads for inspection. Check to see if the cylinder heads are warped with a machinist straight edge per the guide lines listed in the shop manual. Note please request authorization from your DPSM.
Thank you

*** 02/08/2019 12:01:33 ***
Web - Note created on 02/08/2019 12:01:32 and created by PHILIP MARTYN
I jest got back on to the vehicle to check the check the front head the bolts will not hold 60ft lbs

*** Web - Advice created on 02/08/2019 13:33:48 and created by Jerry Gossling ***
1: Philip,
Thank you for the information. Based off of this information the engine will need to be replaced.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** Web - Advice created on 03/07/2019 07:46:04 and created by Jerry Gossling ***
1: Phillip,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 03/07/2019 07:46:14 ***
PWA has been authorized by Jerry Gossling

*** 03/07/2019 07:46:14 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,028

Prod Date: 09/05/2013 **Warranty Start Date:** 10/10/2013

Dealer/Contact Data:

Dealer: CO037 Medved Kia

Phone: 3034210100 **FAX:** 3034631249

Contact: Justin Padilla **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 01/31/2019 14:08:31 ***
Contact = Justin Padilla, Priority = Standard, Sub Status = Dispatched

*** 01/31/2019 14:08:31 ***
Web - Problem Description created on 01/31/2019 14:08:31 and created by Justin Padilla
CUSTOMER STATED THAT THE VEHICLE COOLANT TEMP GAUGE PEGGED A COUPLE TIMES THEY PULLED OVER EACH TIME AND TURNED THE VEHICLE OFF

*** 01/31/2019 14:08:31 ***
Web - Diagnostics created on 01/31/2019 14:08:31 and created by Justin Padilla
UPON INSPECTION FOUND THAT THE REAR HEAD GASKET IS LEAKING. PULLED CAMS AND CHECKED HEAD BOLT TORQUE. WHILE TRYING TO TORQUE THE HEAD BOLT THE BOLT STRIPPED THE BLOCK.

*** 01/31/2019 14:16:44 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/31/2019 14:20:25 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 01/31/2019 14:47:33 ***
Web - Note created on 01/31/2019 14:47:33 and created by Justin Padilla
Pictures of the coolant leak and head bolt have been attached

*** 01/31/2019 14:47:35 ***
20190131_154231.jpg added by Justin Padilla on 01/31/2019 14:47:33

*** 01/31/2019 14:47:36 ***
20190131_154357.jpg added by Justin Padilla on 01/31/2019 14:47:35

*** Web - Advice created on 01/31/2019 15:33:39 and created by Eric Patterson ***
1: The engine will need replaced. If the heads are warped they will need replaced. If they are within specs after the inspection with the strait edge please replaced the block with a reman block and send the heads out for inspection. Or if there is a long block available please use the long block reman engine.

*** 01/31/2019 15:48:02 ***
Web - Note created on 01/31/2019 15:48:02 and created by Justin Padilla
Engine will be ordered thank you

*** Web - Advice created on 01/31/2019 15:49:17 and created by Eric Patterson ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/31/2019 15:49:24 ***
PWA has been authorized by Eric Patterson

*** 01/31/2019 15:49:24 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,728

Prod Date: 03/01/2014 **Warranty Start Date:** 04/09/2014

Dealer/Contact Data:

Dealer: TX112 Patterson Kia

Phone: 9407611011 **FAX:** 9406870696

Contact: SHELTON GARVIN **Contact Title:** Maintenance Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: new engine

Case History

*** 01/31/2019 14:54:34 ***
Contact = SHELTON GARVIN, Priority = Standard, Sub Status = Dispatched

*** 01/31/2019 14:54:35 ***
Web - Problem Description created on 01/31/2019 14:54:34 and created by SHELTON GARVIN
customer states engine coolant has leaked out, customer added water to get it to the shop,

*** 01/31/2019 14:54:35 ***
Web - Diagnostics created on 01/31/2019 14:54:35 and created by SHELTON GARVIN
upon inspection, there is a random misfire code, cylinder 4 and 6 misfire, with engine running there is bubbles going into coolant resivoir tank and vehicle temp starts to rise. there is also a rattling noise in the engine, the coolant seems to be leaking around the plastic coolant housing mounted on driver side of motor above the transmission, but have not fully determined that, i believe either a blown headgasket or cracked/warped head with lower end noise due to running out of coolant

*** 01/31/2019 14:59:15 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 01/31/2019 15:02:59 and created by Mike Ozonur ***
1: please provide a video of the engine making noise and the VIN in one continuous video

*** Web - Advice created on 01/31/2019 15:03:22 and created by Mike Ozonur ***
1: please perform block test,

*** 02/01/2019 08:35:12 ***
20190201_103009.mp4 added by SHELTON GARVIN on 02/01/2019 08:34:32

*** 02/01/2019 08:36:35 ***
20190201_102906.mp4 added by SHELTON GARVIN on 02/01/2019 08:35:12

*** 02/01/2019 09:44:41 ***
20190201_113839.jpg added by SHELTON GARVIN on 02/01/2019 09:44:40

*** 02/01/2019 10:02:08 ***
Web - Note created on 02/01/2019 10:02:08 and created by SHELTON GARVIN
i have uploaded the noise video, block test and coolant bubble video

*** 02/01/2019 11:28:48 ***
20190201_132545.jpg added by SHELTON GARVIN on 02/01/2019 11:28:46

*** 02/01/2019 11:28:49 ***
20190201_132555.jpg added by SHELTON GARVIN on 02/01/2019 11:28:48

*** 02/01/2019 12:34:57 ***
Web - Note created on 02/01/2019 12:34:56 and created by SHELTON GARVIN
????????

*** Web - Advice created on 02/02/2019 12:48:33 and created by Mike Ozonur ***
1: Please provide a picture of the valve train
2: Please torque the head bolts to 85ftlbs and see if they tighten or spin freely

*** 02/05/2019 08:56:06 ***
Web - Note created on 02/05/2019 08:56:06 and created by SHELTON GARVIN
Ok i have taken pictures and have tried torquing the headbolts, all the headbolts on the front head just spun, never tightened up

*** 02/05/2019 08:56:14 ***
20190205_103531.jpg added by SHELTON GARVIN on 02/05/2019 08:56:07

*** 02/05/2019 08:56:19 ***
20190205_103522.jpg added by SHELTON GARVIN on 02/05/2019 08:56:14

*** 02/05/2019 08:56:23 ***
20190205_105018.jpg added by SHELTON GARVIN on 02/05/2019 08:56:19

*** 02/05/2019 08:56:28 ***
20190205_103520.jpg added by SHELTON GARVIN on 02/05/2019 08:56:23

*** 02/05/2019 08:56:32 ***
20190205_103506.jpg added by SHELTON GARVIN on 02/05/2019 08:56:28

*** Web - Advice created on 02/05/2019 14:45:57 and created by Mike Ozonur ***
1: remove the cylinder head and measure the cylinder head surface for flatness

*** 02/06/2019 07:05:58 ***
Web - Note created on 02/06/2019 07:05:58 and created by SHELTON GARVIN
in doing so i will have to remove the engine and will have to find another open bay, if i pull the engine in my bay it will cause me to be down to only one bay to work in untill vehicle is completed

*** Web - Advice created on 02/06/2019 13:11:59 and created by Mike Ozonur ***
1: please torque the head bolts to 85ftlbs see if the head bolts tighten or spin lose,

*** 02/06/2019 14:19:45 ***
Web - Note created on 02/06/2019 14:19:45 and created by SHELTON GARVIN
three of the headbolts were tight, the rest towards the transmission spun freely,

*** Web - Advice created on 02/06/2019 15:53:07 and created by Mike Ozonur ***
1: remove the cylinder heads and measure the surface flatness with a straight edge
2: also please provide pictures of the cylinder head bolts thanks

*** 02/07/2019 06:50:32 ***
Web - Note created on 02/07/2019 06:50:32 and created by SHELTON GARVIN
I have the head removed, three bolts stripped the block, and the head is warped

*** 02/07/2019 06:50:34 ***
20190207_084750.jpg added by SHELTON GARVIN on 02/07/2019 06:50:32

*** 02/07/2019 06:50:37 ***
20190207_084740.jpg added by SHELTON GARVIN on 02/07/2019 06:50:34

*** 02/07/2019 06:50:39 ***
20190207_084729.jpg added by SHELTON GARVIN on 02/07/2019 06:50:37

*** Web - Advice created on 02/07/2019 14:24:43 and created by Mike Ozonur ***
1: based on information provided recommend to replace the engine assembly.
Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.
2: replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
3: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/21/2019 13:13:08 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: new engine

*** 03/01/2019 07:46:18 ***
Case Number: XXXXXXXX Reopen Requested by SHELTON GARVIN.
Reason: [request re open and close to see if it will update into our system]

*** 03/02/2019 13:14:41 ***
Reopened with Sub Status of Working

*** 03/02/2019 13:14:46 ***
PWA has been authorized by Mike Ozonur

*** 03/02/2019 13:14:46 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]
new engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,450

Prod Date: 01/27/2014 **Warranty Start Date:** 11/17/2014

Dealer/Contact Data:

Dealer: UT011 Young Kia

Phone: 8014442277 **FAX:** 8014441166

Contact: David Nelson **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 01/31/2019 13:49:33 ***
Contact = David Nelson, Priority = Standard, Sub Status = Dispatched

*** 01/31/2019 13:49:33 ***
Web - Problem Description created on 01/31/2019 13:49:33 and created by David Nelson
Customer stated the vehicle is overheating.

*** 01/31/2019 13:49:33 ***
Web - Diagnostics created on 01/31/2019 13:49:33 and created by David Nelson
Verified the customers concern. Checked the coolant and it is full. Checked operation of the thermostat and it is operating normally. Inspected the system for leaks and pressure tested the system and there are no leaks found on the vehicle. Tested the vehicle with a block tester and the fluid in the tester turned yellow indicating a blown head gasket. Verified this finding with our emissions machine and found the hdydrocarbon readings in the radiator are exceeding 300-350ppm.

*** 01/31/2019 13:49:35 ***
20190131_142548.jpg added by David Nelson on 01/31/2019 13:49:33

*** 01/31/2019 13:53:52 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 01/31/2019 13:55:27 and created by Eric Patterson ***
1: Thank you for the information.

2: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
3: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Web - Advice created on 01/31/2019 13:55:52 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 01/31/2019 14:56:50 ***
Web - Note created on 01/31/2019 14:56:50 and created by David Nelson
It is the original owner and the Vin Validations shows the vehicle still has power train coverage

*** Web - Advice created on 01/31/2019 15:19:14 and created by Eric Patterson ***
1: Perfect, TY for the information. Ty for the attachment of the fluid color change.
2: 2: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
3: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 02/01/2019 08:35:31 ***
Web - Note created on 02/01/2019 08:35:31 and created by Justin Cummings
I have inspected the front and rear of the engine and there are no signs of leakage from the edges of the cylinder heads. I am in the process of removing the valve covers to gain access to the head bolts to check for loose or stripped head bolts.

*** 02/01/2019 09:02:21 ***
Web - Note created on 02/01/2019 09:02:21 and created by David Nelson
Removed the valve covers and gained access to the cams. removed the cams and tried to torque the head bolts as described. found one bolt on the front head and one on the rear head that will not torque and are spinning in the holes the threads have been pulled. There is no signs of metal in the oil control valves or the CVVTs.

*** 02/01/2019 09:16:20 ***
131637 Engine Core Form.jpg added by David Nelson on 02/01/2019 09:16:18

*** Web - Advice created on 02/01/2019 09:48:04 and created by Eric Patterson ***
1: The engine will need replaced. Please check the heads for warpage as I am not sure if the long blocks are still on back order. If they are available I would recommend using the long block.
2: I will create the PWA case for you now.

*** 02/01/2019 09:49:20 ***
PWA Case created for RA Case 13032484 by Eric Patterson

*** Web - Advice created on 02/01/2019 09:49:31 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/01/2019 14:26:31 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,300

Prod Date: 02/14/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: TX129 Central Kia of Plano

Phone: 9724225300 **FAX:** 9725094746

Contact: DANIEL PHAMUONG **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: SHORT BLOCK NEW

Case History

*** 02/04/2019 07:11:10 ***
Contact = Albert Belokon, Priority = Standard, Sub Status = Dispatched

*** 02/04/2019 07:11:10 ***
Web - Problem Description created on 02/04/2019 07:08:14 and created by Albert Belokon
customer states that the heater is not getting warm and there is smoke coming out of the exhaust

*** 02/04/2019 07:11:10 ***
Web - Diagnostics created on 02/04/2019 07:08:15 and created by Albert Belokon
ck vehicle coolant level low pressurized system no leak run combustion leak test fluid change to yellow color indicated blown head gasket what you recommended next

*** 02/04/2019 07:36:45 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/04/2019 07:41:55 and created by Chris Schang ***
1: Albert called in.
Tech is advised to to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. We will need to measure the cylinder heads for warpage and see if they are within specs. Tech will get the requested information and update the case with his information.

*** Web - Advice created on 02/05/2019 06:54:20 and created by Chris Schang ***
1: Danny called in,
Tech has now removed the engine and found that cylinder 4 was the one leaking. Tech is advised to continue with engine tear down and inspect the heads for warping and see if any head bolts pull out the engine threads when removed.

*** 02/05/2019 08:00:50 ***
154938230120056344291 2.jpg added by DANIEL PHAMUONG on 02/05/2019 08:00:47

*** 02/05/2019 08:00:53 ***
1549382354786119642868 4.jpg added by DANIEL PHAMUONG on 02/05/2019 08:00:50

*** 02/05/2019 08:01:43 ***
Web - Note created on 02/05/2019 08:01:43 and created by DANIEL PHAMUONG
I have 2 pics , do you want me send head out?

*** Web - Advice created on 02/05/2019 08:47:46 and created by Chris Schang ***
1: Danny,
Do you not have a straight edge and feeler gauge to check for warping?

*** Web - Advice created on 02/05/2019 10:25:59 and created by Chris Schang ***
1: Danny called in,
Tech states he does not have a feeler gauge small enough. Tech is advised to send both heads out and have them inspected for warping.

*** Web - Advice created on 02/06/2019 06:35:28 and created by Chris Schang ***
1: Danny called in,
Tech needs in writing that Kia does not advise to resurface heads. Tech is advised that Kia has never recommended resurfacing cylinder heads and they should not be resurfaced for this repair.

*** Web - Advice created on 02/19/2019 08:21:08 and created by Chris Schang ***
1: Danny called in,
Tech states that both heads are warped and will have to be replaced. Tech is advised to get photos of the cylinder heads for maintenance verification and attach the WRTY-143 form and agent will create a PWA case.

*** 02/19/2019 10:14:01 ***
Scan_2019_02_19_12_35_42_559.pdf added by Emily Bradbury on 02/19/2019 10:14:01

*** 02/19/2019 10:14:02 ***
IMG_6246.JPG added by Emily Bradbury on 02/19/2019 10:14:02

*** 02/19/2019 10:14:02 ***
IMG_6247.JPG added by Emily Bradbury on 02/19/2019 10:14:02

*** 02/19/2019 10:14:02 ***
IMG_6248.JPG added by Emily Bradbury on 02/19/2019 10:14:02

*** 02/19/2019 11:58:42 ***
PWA Case 13055643 created by Chris Schang

*** Web - Advice created on 02/19/2019 12:00:37 and created by Chris Schang ***
1: Danny,
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/21/2019 06:29:28 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: SHORT BLOCK NEW CYLINDER HEADS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,509

Prod Date: 09/09/2013 **Warranty Start Date:** 10/17/2013

Dealer/Contact Data:

Dealer: TX140 Classic Kia of Carrollton

Phone: 8886901541 **FAX:** 9727986999

Contact: Babak Nadimi **Contact Title:** Service Consultant **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Coolant Leaking From Cylinder Heads

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced short block

Case History

*** 02/05/2019 12:28:28 ***
Contact = Babak Nadimi, Priority = Standard, Sub Status = Dispatched

*** 02/05/2019 12:28:28 ***
Web - Problem Description created on 02/05/2019 12:28:28 and created by Babak Nadimi
vehicle is overheating.

*** 02/05/2019 12:28:28 ***
Web - Diagnostics created on 02/05/2019 12:28:28 and created by Babak Nadimi
coolant was 3/4 of gallon low. added coolant. pressurized cooling system, found coolant leaking from both heads, mainly front head. actuated the cooling fan, it came on.
Please advise. Thank you!

*** 02/05/2019 12:28:29 ***
IMG_3633.JPG added by Babak Nadimi on 02/05/2019 12:28:28

*** 02/05/2019 13:01:50 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 02/05/2019 13:08:48 and created by Douglass McKay ***
1: Babak,
Please remove cylinder heads for inspection.

*** Service Alert Escalated to CA as: 13038509 on 02/06/2019 01:04:52 (PST)

*** 02/19/2019 09:00:27 ***
Web - Note created on 02/19/2019 09:00:27 and created by Babak Nadimi
in proccess of removing the heads, found that bank 2, right rear head bolt is stripped. its where the coolant was leaking out of

the head.

*** Web - Advice created on 02/19/2019 09:28:00 and created by Douglass McKay ***
1: Please attach a video of stripped bolt for review. Thank you.

*** 02/19/2019 09:59:12 ***
20190219_115503.mp4 added by Babak Nadimi on 02/19/2019 09:58:09

*** Web - Advice created on 02/19/2019 10:28:07 and created by Douglass McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/19/2019 10:30:06 ***
PWA Case 13055451 created by Douglass McKay

*** Web - Advice created on 02/19/2019 10:31:29 and created by Douglass McKay ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/19/2019 11:20:09 ***
Web - Note created on 02/19/2019 11:20:09 and created by Babak Nadimi
this car is sold as certified pre own vehicle. CPO#A02840002389. so should I choose "NO" for warranty validation in PWA?

*** Web - Advice created on 02/19/2019 13:34:25 and created by Douglass McKay ***
1: Please have your Service Advisor contact the customers Extended Service Contract (JM&A), to cover this engine. I will need to deny this PWA case.

*** 03/05/2019 12:36:11 ***
Case Closed with Resolution Code: Excessive Wear
Resolution Summary: replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,606

Prod Date: 01/24/2014 **Warranty Start Date:** 03/21/2014

Dealer/Contact Data:

Dealer: TX022 Demontrond Kia

Phone: 2818727200 **FAX:** 2818720772

Contact: Allan Aguiluz **Contact Title:** Sales Consultant **Service District:** SW01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: REPLACED ENGINE.

Case History

*** 02/11/2019 10:16:44 ***
Contact = Allan Aguiluz, Priority = Standard, Sub Status = Dispatched

*** 02/11/2019 10:16:44 ***
Web - Problem Description created on 02/11/2019 09:48:43 and created by Allan Aguiluz
C/S ENGINE IS OVER HEATING.

*** 02/11/2019 10:16:44 ***
Web - Diagnostics created on 02/11/2019 09:48:43 and created by Allan Aguiluz
INSPECTED ENGINE BAY AND FOUND COOLANT WAS COVER THE BACK AND TOP OF TRANSMISSION. I CHECKED COOLANT INSIDE RADIATOR AND FOUND COOLANT LEVEL WAS REALLY LOW. I TOOK ALMOST 1 GALLON TO FILL RADIATOR. THE FLUID INSIDE THE RADIATOR AND COOLANT RESERVOIR LOOKS LIKE CHOCOLATE MILK WITH THE MIXTURE OF OIL AND COOLANT. I REMOVED SPARK PLUGS 2, 4 AND 6 ON THE LEFT CYLINDER HEAD. THEY SHOWED SIGNED OF ENGINE OVER HEATING. I ALSO FOUND EXCESSIVE WHITE SMOKE TO BE COMING OUT OF TAILPIPE INDICATING COOLANT WAS GETTING IN TO COMBUSTION CHAMBER. ALL SEEMS TO INDICATE THE ENGINE HAS A BLOWN HEAD GASKET. I WILL UPLOAD VIDEOS AND PICTURES OF MY FINDING AS WELL AS A PWA FORM.

*** 02/11/2019 10:22:54 ***
Web - Note created on 02/11/2019 10:22:54 and created by Allan Aguiluz
Uploaded pwa, videos and pictures.

*** 02/11/2019 10:22:57 ***
20190211_120520.jpg added by Allan Aguiluz on 02/11/2019 10:22:54

*** 02/11/2019 10:22:59 ***
20190211_111145.jpg added by Allan Aguiluz on 02/11/2019 10:22:57

*** 02/11/2019 10:23:01 ***
20190211_111133.jpg added by Allan Aguiluz on 02/11/2019 10:22:59

*** 02/11/2019 10:23:03 ***
20190211_110502.jpg added by Allan Aguiluz on 02/11/2019 10:23:02

*** 02/11/2019 10:23:21 ***
20190211_105115.mp4 added by Allan Aguiluz on 02/11/2019 10:23:03

*** 02/11/2019 10:23:40 ***
20190211_105042.mp4 added by Allan Aguiluz on 02/11/2019 10:23:21

*** 02/11/2019 10:24:21 ***
20190211_105005.mp4 added by Allan Aguiluz on 02/11/2019 10:23:40

*** 02/11/2019 10:24:22 ***
20190211_104831.jpg added by Allan Aguiluz on 02/11/2019 10:24:21

*** 02/11/2019 10:24:25 ***
20190211_104554.jpg added by Allan Aguiluz on 02/11/2019 10:24:23

*** 02/11/2019 10:24:27 ***
20190211_104248.jpg added by Allan Aguiluz on 02/11/2019 10:24:25

*** 02/11/2019 10:40:05 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 02/11/2019 10:40:46 and created by Eric Patterson ***
1: Thank you for the information.

I can see the engine is damaged. The head gaskets are most likely the cause. We will need to check the block for the head bolt threads being compromised.
2: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
3: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 02/12/2019 13:03:28 ***
Web - Note created on 02/12/2019 13:03:28 and created by Allan Aguiluz
Uploaded pictures of a sludged valve trains. Shoiuld I continue with the engine tear down under warranty?

*** 02/12/2019 13:03:30 ***
20190212_145446.jpg added by Allan Aguiluz on 02/12/2019 13:03:28

*** 02/12/2019 13:03:32 ***
20190212_145621.jpg added by Allan Aguiluz on 02/12/2019 13:03:30

*** 02/12/2019 13:03:35 ***
20190212_145626.jpg added by Allan Aguiluz on 02/12/2019 13:03:33

*** 02/12/2019 13:03:38 ***
20190212_145632.jpg added by Allan Aguiluz on 02/12/2019 13:03:35

*** Web - Advice created on 02/12/2019 13:56:37 and created by Eric Patterson ***
1: Thank you Allen for calling in. after review with the Techline Manager, please continue and if the bolts strip, please add a picture of the stripped threads on the bolts.

Then please add the WRTY 143 form as well.

*** 02/12/2019 16:50:05 ***
Web - Note created on 02/12/2019 16:50:05 and created by Allan Aguiluz

Uploaded pictures of the head bolts. Will need long block. Can I get approval?

*** 02/12/2019 16:50:07 ***
20190212_184731.jpg added by Allan Aguiluz on 02/12/2019 16:50:05

*** 02/12/2019 16:50:13 ***
20190212_184747.jpg added by Allan Aguiluz on 02/12/2019 16:50:07

*** Phone - Advice created on 02/13/2019 06:51:44 and created by Greg Phillips ***
1: Spoke with Allan and reviewed photos. Advised that I will need to review this one with Eric and DaveB. Engine was poorly maintained, but heat bolt threads are stripped.

*** Web - Advice created on 02/13/2019 07:35:59 and created by Eric Patterson ***
1: Thank you I did get the picture of the head bolts thank you. Please inspect the heads carefully and replace if necessary.
2: I will create the PWA case for you now.

*** 02/13/2019 07:39:32 ***
PWA Case 13048195 created by Eric Patterson

*** Web - Advice created on 02/13/2019 07:41:36 and created by Eric Patterson ***
1: Your PWA case Number is # 13048195
2: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please call in for questions or send a reopen request to open this case. Thanks

*** 02/13/2019 07:41:56 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** 03/21/2019 06:21:37 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/21/2019 06:22:34 and created by Brian Lall ***
1: Please update this case. I know you submitted a re-open request to add an update to the PWA but PWA cases are not generally re-opened unless advised by warranty. Thanks.

*** 03/21/2019 15:11:14 ***
Web - Note created on 03/21/2019 15:11:14 and created by Allan Aguiluz
WAS ASKED TO UPDATE CASE. I WILL NEED TO CLEAN/WASH OUT THE RADIATOR AND HEATER CORE AS WELL AS ALL THE HOSE AND TUBING IN THE COOLING SYSTEM. ITS ALL FULL OF OIL. I WILL ALSO BE REPLACED THE THERMOSTAT.

*** 03/21/2019 15:11:27 ***
Web - Note created on 03/21/2019 15:11:27 and created by Allan Aguiluz
REPLACING*

*** Web - Advice created on 03/22/2019 06:51:36 and created by Brian Lall ***
1: Thanks for letting me know what is needed. If additional authorization is needed please contact your DPSM. If you no longer need any assistance, please close this case. Thanks.

*** 03/26/2019 07:34:22 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED ENGINE.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,623

Prod Date: 07/09/2018 **Warranty Start Date:** 07/14/2018

Dealer/Contact Data:

Dealer: NH017 Dan O'Brien Kia North Hampton

Phone: 6037583180 **FAX:** 6037583181

Contact: Eric Castanza **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# from head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 02/12/2019 09:21:27 ***
Contact = Eric Castanza, Priority = Standard, Sub Status = Dispatched

*** 02/12/2019 09:21:27 ***
Web - Problem Description created on 02/12/2019 09:21:27 and created by Eric Castanza
customer complaint of coolant smell and leak

*** 02/12/2019 09:21:27 ***
Web - Diagnostics created on 02/12/2019 09:21:27 and created by Eric Castanza
pressure test and visual inspection.
found coolant leaking from between head and left bank exhaust manifold . above manifold is dry and head gasket/block seam is dry
thinking of a possible internal leak do to a head gasket or cracked head?
see photos

*** 02/12/2019 09:37:09 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 02/12/2019 09:38:19 and created by Brian Lall ***
1: Please take pictures or a video showing the source of the leak and attach them to the case. Then remove the exhaust studs in the area of the leak and note if the source of the leak is the stud holes. Let me know what you find. Thanks.

*** 02/12/2019 09:53:15 ***
IMG_20190212_120721.jpg added by Eric Castanza on 02/12/2019 09:53:11

*** 02/12/2019 09:53:19 ***
IMG_20190212_120643.jpg added by Eric Castanza on 02/12/2019 09:53:15

*** 02/12/2019 09:53:25 ***
IMG_20190212_120725.jpg added by Eric Castanza on 02/12/2019 09:53:19

*** 02/12/2019 09:57:03 ***
Web - Note created on 02/12/2019 09:57:03 and created by Eric Castanza
photos attached

*** Web - Advice created on 02/12/2019 10:55:43 and created by Brian Lall ***
1: Thanks for the pictures. Please get authorization to remove the studs and if needed the manifold as previously advised and note if you can pin point the source of the leak. Thanks.

*** 02/12/2019 11:28:26 ***
Web - Note created on 02/12/2019 11:28:26 and created by Eric Castanza
removed the two bolts in the area of the leak no coolant leaking from the holes. will remove the manifold completely now

*** 02/12/2019 12:34:57 ***
Web - Note created on 02/12/2019 12:34:57 and created by Eric Castanza
picture 4 shows a crack in the head its on both sides of the exhaust port. My guess a bad casting or the aluminium cooled to quick causing the the crack

*** 02/12/2019 12:34:58 ***
IMG_20190212_152834.jpg added by Eric Castanza on 02/12/2019 12:34:57

*** Web - Advice created on 02/12/2019 13:43:21 and created by Brian Lall ***
1: Eric, good job and thanks for the pictures. Please replace the head with DPSM approval. Thanks.

*** Case 13046792 is sent on 2/12/2019 13:43:36 by Brian Lall
To: BLall@kiausa.com
Cc:
Title: Techline Case detail for 13046792 sent from Brian Lall

*** Case has been auto closed by the system on 03/12/2019 01:11:18 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,279

Prod Date: 12/05/2013 **Warranty Start Date:** 06/06/2014

Dealer/Contact Data:

Dealer: WA011 Performance Kia

Phone: 4256095600 **FAX:** 4256095662

Contact: Aaron Klesick **Contact Title:** Service Consultant **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 02/06/2019 13:14:44 ***
Contact = Wyatt Schulke, Priority = Standard, Sub Status = Dispatched

*** 02/06/2019 13:14:44 ***
Web - Problem Description created on 02/06/2019 13:14:44 and created by Wyatt Schulke
customer states no heat.

*** 02/06/2019 13:14:44 ***
Web - Diagnostics created on 02/06/2019 13:14:44 and created by Wyatt Schulke
checked coolant found low and system to be pressurized. bled system and found to bubble even after 30 min of bleeding. coolant smells strongly of exhaust. found cooling fan to not be coming on do to faulty relay. other steps i should take?

*** 02/06/2019 13:46:00 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin All Others

*** Web - Advice created on 02/06/2019 13:49:19 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

If there is no leaks found please see line 2
2: Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.
3: Next if the block check fails or there is coolant seapage from the head gaskets: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 02/11/2019 16:32:10 ***

Web - Note created on 02/11/2019 16:32:10 and created by Wyatt Schulke
verified block fails block test. fluid turned yellow almost instantly. found slight metal in ocvs. front bank head is leaking oil and coolant. perform tear down?

*** Web - Advice created on 02/12/2019 08:09:20 and created by Eric Patterson ***
1: Thank you Please add the valve train photo of the front valve cover and the PWA form.

*** Web - Advice created on 02/12/2019 08:09:44 and created by Eric Patterson ***
1: Please add a photo of the metal on the OCV as well. Thank you

*** 02/12/2019 16:04:07 ***
155001611205887567 1762.jpg added by Wyatt Schulke on 02/12/2019 16:04:04

*** 02/12/2019 16:04:11 ***
155001614500810001885 69.jpg added by Wyatt Schulke on 02/12/2019 16:04:08

*** 02/12/2019 16:04:14 ***
15500161910897525598 53.jpg added by Wyatt Schulke on 02/12/2019 16:04:11

*** 02/14/2019 06:39:17 ***
Web - Note created on 02/14/2019 06:39:17 and created by AARON KLESICK
What is the status on this? Photos were uploaded on 2/12. Thanks

*** Web - Advice created on 02/14/2019 07:20:36 and created by Eric Patterson ***
1: Thank you Please add the PWA form to the case. Please next time type in a note with the attachments as we are not notified the case was updated sometimes. TY
2: Maintenance looks ok. Was that metal in the OCV?

*** 02/14/2019 08:17:53 ***
Web - Note created on 02/14/2019 08:17:52 and created by AARON KLESICK
Uploaded Core Data. Seems to be a little metal in the OCV.

*** 02/14/2019 08:17:57 ***
IMG_0693[1].JPG added by AARON KLESICK on 02/14/2019 08:17:53

*** Web - Advice created on 02/14/2019 09:07:43 and created by Eric Patterson ***
1: If the heads are nor warped, please sent them to a machine shop for pressure checking. Otherwise please order a long block.

*** 02/14/2019 09:08:25 ***
PWA Case created for RA Case 13039715 by Eric Patterson

*** Web - Advice created on 02/14/2019 09:10:18 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/14/2019 09:37:24 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,560

Prod Date: 05/07/2013 **Warranty Start Date:** 05/24/2013

Dealer/Contact Data:

Dealer: GA053 Kia Mall of Georgia

Phone: 6788042000 **FAX:** 6785468566

Contact: Matthew Coddington **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/15/2019 09:36:22 ***
Contact = Matthew Coddington, Priority = Standard, Sub Status = Dispatched

*** 02/15/2019 09:36:23 ***
Web - Problem Description created on 02/15/2019 09:36:23 and created by Matthew Coddington
Vehicle ran hot. There is combustion in cooling system and coolant mixing with oil. External head gasket leak.
Per oil change reminder and lube sticker in windshield, last oil change was 31,923 overdue.
This is the third owner.

*** 02/15/2019 09:36:23 ***
Web - Diagnostics created on 02/15/2019 09:36:23 and created by Matthew Coddington
Inspected oil, overfilled and goo from coolant mix. Used combustion leak tester, there is combustion gases in cooling system. Visual inspection. Bank 1 has external coolant leak in rear corner

*** 02/15/2019 09:36:25 ***
155025215214151503006 4.jpg added by Matthew Coddington on 02/15/2019 09:36:23

*** 02/15/2019 09:39:55 ***
Web - Note created on 02/15/2019 09:39:55 and created by Matthew Coddington
Consumer affairs is involved. I was told to do a tech li e case for engine replacement

*** 02/15/2019 09:40:01 ***
20190211_110909.jpg added by Matthew Coddington on 02/15/2019 09:39:55

*** 02/15/2019 09:51:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/15/2019 09:54:19 and created by Frank Lusic ***
1: Hello Matthew
The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you

have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
You will NOT be using a QQK part number
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/15/2019 09:54:35 ***
PWA has been authorized by Frank Lusic

*** 02/15/2019 09:54:35 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

*** 02/15/2019 10:10:21 ***
Reopened with Sub Status of Working

*** Phone - Advice created on 02/15/2019 10:14:59 and created by Frank Lusic ***
1: Matthew called in for clarification , This vehicles power train warranty is no longer valid, I told him that based on this I would deny the case and he should contact his DPSM to see how to proceed

*** 02/15/2019 10:15:07 ***
PWA has been denied by Frank Lusic

*** 02/15/2019 10:15:07 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,930

Prod Date: 07/16/2013 **Warranty Start Date:** 09/14/2013

Dealer/Contact Data:

Dealer: GA054 Kia Atlanta South

Phone: 7709683400 **FAX:** 7709616279

Contact: Gihaeng Lee **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine order

Case History

*** 02/15/2019 10:19:14 ***
Contact = Gihaeng Lee, Priority = Standard, Sub Status = Dispatched

*** 02/15/2019 10:19:14 ***
Web - Problem Description created on 02/15/2019 10:12:06 and created by Gihaeng Lee
Customer states has an odor of burnt coolant and temp gauge reading hot,

*** 02/15/2019 10:19:14 ***
Web - Diagnostics created on 02/15/2019 10:12:06 and created by Gihaeng Lee
Won't tight the cylinder 5 head bolt 40N.M,
Originally the cylinder 5 head bolt was loose when was removed head bollts,
Need new short motor.
Please check this case, Thank you,

*** 02/15/2019 10:19:17 ***
20190211_094552.jpg added by Gihaeng Lee on 02/15/2019 10:19:14

*** 02/15/2019 10:19:20 ***
20190215_130143.jpg added by Gihaeng Lee on 02/15/2019 10:19:17

*** 02/15/2019 10:20:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/15/2019 10:39:05 and created by Mike Ozonur ***
1: have you already remove the engine and dissembled it ?

*** 02/15/2019 10:52:26 ***
Web - Note created on 02/15/2019 10:52:26 and created by Gihaeng Lee
Yes i removed the RH cylinder head,

*** Web - Advice created on 02/15/2019 12:02:42 and created by Mike Ozonur ***
1: Based on information recommend to replace the engine assembly
2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 02/15/2019 12:29:30 ***
Web - Note created on 02/15/2019 12:29:30 and created by Gihaeng Lee
Attached REVISED WRTY143 Core Data Form

*** 02/15/2019 12:29:31 ***
scan0002.pdf added by Gihaeng Lee on 02/15/2019 12:29:30

*** Web - Advice created on 02/15/2019 14:16:11 and created by Mike Ozonur ***
1: I forgot to ask but is the customer the original owner of the vehicle
does it have power train warranty

*** 02/16/2019 05:43:33 ***
Web - Note created on 02/16/2019 05:43:33 and created by Gihaeng Lee
It is original owner customer, thank you,

*** 02/16/2019 12:40:35 ***
PWA Case 13052958 created by Mike Ozonur

*** Web - Advice created on 02/16/2019 12:40:50 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/22/2019 11:24:38 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine order

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,358

Prod Date: 12/03/2013 **Warranty Start Date:** 12/06/2013

Dealer/Contact Data:

Dealer: GA102 Matthews Kia of Cartersville

Phone: 7703868400 **FAX:** 7703861024

Contact: Brandon Brawner **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/18/2019 11:47:08 ***
Contact = Brandon Brawner, Priority = Standard, Sub Status = Dispatched

*** 02/18/2019 11:47:08 ***
Web - Problem Description created on 02/18/2019 11:47:08 and created by Brandon Brawner
Vehicle overheating leaking coolant

*** 02/18/2019 11:47:08 ***
Web - Diagnostics created on 02/18/2019 11:47:08 and created by Brandon Brawner
Vehicle came in with no heat concern there was signs of thermostat housing leaking where it is connected together replaced and tested no leaks was present . Vehicle is back now with possible head gasket problem on bank 1 with system under pressure can see coolant seaping from around the head . there is signs of oil in the coolant from the resivior and oil cap. I performed a block test and it passed I have several pictures of the concern I am uploading for review

*** 02/18/2019 11:47:10 ***
20190218_141250.jpg added by Brandon Brawner on 02/18/2019 11:47:08

*** 02/18/2019 11:47:12 ***
20190218_141149.jpg added by Brandon Brawner on 02/18/2019 11:47:10

*** 02/18/2019 11:47:13 ***
20190218_141127.jpg added by Brandon Brawner on 02/18/2019 11:47:12

*** 02/18/2019 11:47:15 ***
20190218_134840.jpg added by Brandon Brawner on 02/18/2019 11:47:13

*** 02/18/2019 12:06:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/18/2019 12:27:49 and created by Mike Ozonur ***

1: Please remove the valve cover and provide a picture,
also please torque the cylinder head bolts to 85ftlbs see if they tighten of just spin and strip

*** 02/18/2019 12:49:32 ***
Web - Note created on 02/18/2019 12:49:32 and created by Brandon Brawner
Uploaded pictures and checked what head bolts with a swivel and 2 spun the others torqued

*** 02/18/2019 12:49:35 ***
155052257243557249750 7.jpg added by Brandon Brawner on 02/18/2019 12:49:33

*** 02/18/2019 12:49:38 ***
1550522592997165926401 4.jpg added by Brandon Brawner on 02/18/2019 12:49:35

*** 02/19/2019 05:40:48 ***
Web - Note created on 02/19/2019 05:40:48 and created by Brandon Brawner
any updates

*** Web - Advice created on 02/19/2019 08:51:47 and created by Mike Ozonur ***
1: Please remove the cylinder heads and provide a picture of the head bolts thanks

*** Web - Advice created on 02/20/2019 10:34:59 and created by Mike Ozonur ***
1: tech called in
tech tightened the head bolts found them to be spinning and not tightening at all, tech will provide a video of the bolts shortly

*** 02/20/2019 15:04:45 ***
Web - Note created on 02/20/2019 15:04:45 and created by Brandon Brawner
Uploaded core form and video of head bolt being torque bolt is spinning in head

*** 02/20/2019 15:04:48 ***
1550703628567213506553 2.jpg added by Brandon Brawner on 02/20/2019 15:04:45

*** 02/20/2019 15:05:35 ***
20190220_180235.mp4 added by Brandon Brawner on 02/20/2019 15:04:48

*** Web - Advice created on 02/20/2019 15:31:26 and created by Mike Ozonur ***
1: Hi Brandon I reviewed the case with my manager Please remove the head bolts and attach a picture to the case thanks

*** 02/22/2019 09:43:40 ***
Web - Note created on 02/22/2019 09:43:40 and created by Brandon Brawner
no tt time will be approved for tear down. i have been told by service manager that dpsm is asking for approval

*** 02/22/2019 12:11:57 ***
Web - Note created on 02/22/2019 12:11:57 and created by Brandon Brawner
any updates

*** 02/22/2019 14:23:44 ***
PWA Case 13060462 created by Mike Ozonur

*** Web - Advice created on 02/22/2019 14:23:58 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Case has been auto closed by the system on 03/12/2019 01:11:18 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,533

Prod Date: 06/19/2014 **Warranty Start Date:** 08/30/2014

Dealer/Contact Data:

Dealer: PA094 Scott Kia of Springfield

Phone: 6105440100 **FAX:** 6103286745

Contact: Matthew Kauffman **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/19/2019 05:22:42 ***
Contact = Matthew Kauffman, Priority = Standard, Sub Status = Dispatched

*** 02/19/2019 05:22:42 ***
Web - Problem Description created on 02/19/2019 05:22:42 and created by Matthew Kauffman
Customer states vehicle has a coolant leak at the RH cylinder head gasket. Has to fill coolant every few days.

*** 02/19/2019 05:22:42 ***
Web - Diagnostics created on 02/19/2019 05:22:42 and created by Matthew Kauffman
Verified, picture attached. I recall an issue with the block threads stretching on some 3.3 v6 engines, will I need to remove the cylinder head bolts and check for damage? Thanks in advance.

*** 02/19/2019 05:22:44 ***
pavlovich_21919.jpg added by Matthew Kauffman on 02/19/2019 05:22:42

*** 02/19/2019 05:31:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 02/19/2019 05:39:34 and created by Sam Camarillo ***
1: What I would recommend is make access to the head bolts around where you see the head gasket leaking. Try torquing them to around 45-50ft lbs. If any of them pull or spin you know the threads are damaged, it will need minimum of a short block.

*** 02/19/2019 07:49:19 ***
Web - Note created on 02/19/2019 07:49:19 and created by Matthew Kauffman
Removed rear rocker cover to access bolts, several bolts on bottom row will not pull down to torque. Is a PWA case required?

*** Web - Advice created on 02/19/2019 08:39:21 and created by Sam Camarillo ***
1: I see your store shows you are a DSA dealer, if this is still current no PWA is needed from TL to proceed
If this status has changed let me know.

2: Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

*** Case has been auto closed by the system on 03/12/2019 01:11:18 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,387

Prod Date: 11/12/2013 **Warranty Start Date:** 01/30/2014

Dealer/Contact Data:

Dealer: NC061 Hendrick Kia of Cary

Phone: 9193882700 **FAX:** 9193882642

Contact: Jason Dibble **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: REPLACED ENGINE

Case History

*** 02/19/2019 07:02:11 ***
Contact = Jason Dibble, Priority = Standard, Sub Status = Dispatched

*** 02/19/2019 07:02:12 ***
Web - Problem Description created on 02/19/2019 07:02:12 and created by Jason Dibble
ENGINE OVERHEATING , LOOSING COOLANT

*** 02/19/2019 07:02:12 ***
Web - Diagnostics created on 02/19/2019 07:02:12 and created by Jason Dibble
FOUND COOLANT LEAKING VISUALLY FROM FRONT CYLINDER HEAD GASKET, TORN ENGINE DOWN FOUND FROUND CYLINDER HEAD FRONT 3 BOLTS COULD BE LOOSENED BY HAND

*** 02/19/2019 07:21:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/19/2019 07:23:37 and created by Jerry Gossling ***
1: Jason,
Thank you for the information. I would like to know if the vehicle still has power train warranty.
Thank you

*** Phone - Advice created on 02/19/2019 07:34:01 and created by Jerry Gossling ***
1: Jason called in to review the case and after discussing the case I advised Jason the engine will need to be replace due to the head bolt hole in the engine block being stripped out.

*** 02/19/2019 08:30:28 ***
Web - Note created on 02/19/2019 08:30:28 and created by Jason Dibble
SERVICE WRITIER IMPUT CUSTOMER NAME WRONG INTO WEBDCS WRONG , CUSTOMER HAS POWERTRAIN COVERAGE

*** 02/19/2019 08:41:20 ***

IMG_20190219_113805.jpg added by Jason Dibble on 02/19/2019 08:41:17

*** 02/19/2019 08:41:25 ***
IMG_20190219_113132.jpg added by Jason Dibble on 02/19/2019 08:41:20

*** 02/19/2019 09:30:36 ***
PWA Case 13055338 created by Jerry Gossling

*** Web - Advice created on 02/19/2019 09:31:00 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 03/08/2019 06:06:36 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: REPLACED ENGINE

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,368

Prod Date: 03/26/2014 **Warranty Start Date:** 07/09/2014

Dealer/Contact Data:

Dealer: NY097 Nemet Kia

Phone: 7185235858 **FAX:** 7189432076

Contact: David Sheinin **Contact Title:** Dual Technician **Service District:** EA05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 02/22/2019 06:24:13 ***
Contact = delroy hall, Priority = Standard, Sub Status = Dispatched

*** 02/22/2019 06:24:13 ***
Web - Problem Description created on 02/22/2019 06:24:13 and created by delroy hall
Customer state vehicle is over heating

*** 02/22/2019 06:24:14 ***
Web - Diagnostics created on 02/22/2019 06:24:14 and created by delroy hall
tech verified customer concern tech also found oil mix with coolant code displayed p0314 history code tech think this vehicle has a blown head gasket .

*** 02/22/2019 06:46:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/22/2019 06:47:28 and created by Tony Thomas ***
1: Please validate proper maintenance and warranty and check if any head bolts are loose or pulling the threads from the block.

*** 02/22/2019 11:22:13 ***
Web - Note created on 02/22/2019 11:22:13 and created by delroy hall
tech removed valve cover chech head bolts . found loose head bolts. thank you.

*** Web - Advice created on 02/22/2019 12:30:43 and created by Tony Thomas ***
1: Are any of the head bolts pulling the threads from the block?

*** 02/25/2019 08:32:09 ***
Web - Note created on 02/25/2019 08:32:09 and created by david sheinin
tech found 2 left head bolt threads in center of head pulled

*** Web - Advice created on 02/25/2019 08:44:00 and created by Tony Thomas ***
1: Please validate proper maintenance and warranty, attach a photo of the full complete valve train and the bolts w/threads to this case for documentation. If proper maintenance and warranty are validated, please also attach a copy of the required WRTY143 engine core data form and a PWA case will be created for you. The form must be filled out (all available sections per Pitstop PS561) and signed and dated by the service manager and technician.

*** 02/25/2019 12:41:58 ***
Web - Note created on 02/25/2019 12:41:58 and created by david sheinin
ATTACHED PHOTOS

*** 02/25/2019 12:42:00 ***
RO158235 OIL IN COOLANT..jpg added by david sheinin on 02/25/2019 12:41:58

*** 02/25/2019 12:42:02 ***
RO158235 OIL IN COOLANT.jpg added by david sheinin on 02/25/2019 12:42:00

*** 02/25/2019 12:42:04 ***
RO158235 VALVE TRAIN.jpg added by david sheinin on 02/25/2019 12:42:02

*** 02/25/2019 12:42:06 ***
RO158235 STRETCHED HEA BOLTS.jpg added by david sheinin on 02/25/2019 12:42:04

*** 02/25/2019 12:42:08 ***
RO158235 WRTY CORE SHEET SIGNED.JPG added by david sheinin on 02/25/2019 12:42:06

*** Web - Advice created on 02/25/2019 12:54:49 and created by Tony Thomas ***
1: I do not see in the photos where the head bolts are pulling the threads from the block.

*** 02/25/2019 13:09:27 ***
Web - Note created on 02/25/2019 13:09:27 and created by david sheinin
My apologies, in order to photograph block treads pulled in head we will need to completely remove head- is that what is needed? Tech ran a known good bolt in and it jammed after 3 rotations in.

As seen in photos we also need radiator cleaned out and heater core replaced as well as all rubber coolant hoses replaced

*** Web - Advice created on 02/25/2019 13:12:54 and created by Tony Thomas ***
1: If the bolts pulled the threads from the block, they would be on the bolt threads. The bolts attached are clean. If the threads were pulled from the block, the new bolt would just spin without getting tight.

*** Service Alert Escalated to CA as: 13063427 on 02/26/2019 01:06:49 (PST)

*** 02/26/2019 05:32:34 ***
Web - Note created on 02/26/2019 05:32:34 and created by david sheinin
My apologies, the block treads are not stripped, they are pulled like a oil pan that did not have drain plug gasket changed and was just over tightened-sharp and will soon be pulled out. Engine block head bolt treads are compromised. This vehicle will also need heater core and radiator sent out and attempted to be cleaned out (not sure if it will be able to be cleaned) as well as all rubber coolant hoses replaced due to oil/ coolant mixing attached photos of oil/coolant mixed

*** Web - Advice created on 02/26/2019 05:35:40 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/26/2019 05:36:15 ***
PWA Case created for RA Case 13059631 by Tony Thomas

*** 02/26/2019 06:44:45 ***

You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,789

Prod Date: 09/06/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: CT031 Kia of East Hartford

Phone: 8602917000 **FAX:** 8603801004

Contact: travis rennick **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # P0116 - P2273 - P0306 - P0560

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/27/2019 06:54:03 ***
Contact = travis rennick, Priority = Standard, Sub Status = Dispatched

*** 02/27/2019 06:54:03 ***
Web - Problem Description created on 02/27/2019 06:28:21 and created by travis rennick
vehicle towed in with an over heat condition, coolant overflow bottle empty,

*** 02/27/2019 06:54:04 ***
Web - Diagnostics created on 02/27/2019 06:28:21 and created by travis rennick
filled radiator with coolant and attempted to start vehicle .
scanned for codes ,

*** 02/27/2019 06:54:06 ***
20190227_092616.jpg added by travis rennick on 02/27/2019 06:54:04

*** 02/27/2019 06:54:19 ***
20190227_091045_1_1_2.mp4 added by travis rennick on 02/27/2019 06:54:06

*** 02/27/2019 06:54:33 ***
20190227_091045_1_1_3 (1).mp4 added by travis rennick on 02/27/2019 06:54:20

*** 02/27/2019 07:31:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/27/2019 07:40:31 and created by Greg Phillips ***
1: Travis, the photos and videos are great, and much appreciated, but please also remember to detail your findings and diagnostics in the case notes. For information that we can't see in the videos, for example, and for people in other departments who may not be able to access the attachments. Files reviewed indicate engine compression in the cooling system, and the following DTCs P0116 - P2273 - P0306 - P0560.

Have you looked at your temp reading to see if your P0116 is a result of the overheat, or a possible contributing factor/cause? And I would be looking at that P0306 as well. Have you pulled the spark plug and checked to see if that cylinder is full of coolant? I would put a bore scope down that cylinder, with the piston at BDC, and inspect for damage to the piston and cylinder walls. Please provide any clear photos you can get of any damage you find. I'm also going to need photos of the valve train. I would probably pull off the bank 2 valve cover, since that seems to be the problem bank. Get your photo(s) of the valve train, and check any accessible head bolts to see if any of them are loose and cannot be torqued down. Any external leaks on that bank, like the head gasket?

*** 03/01/2019 09:37:43 ***
Web - Note created on 03/01/2019 09:37:43 and created by travis rennick
six of 8 bolts on bank 2 completely stripped out, the cause of the over heating was a faulty thermostat

*** 03/01/2019 09:37:46 ***
20190228_134408.jpg added by travis rennick on 03/01/2019 09:37:43

*** Web - Advice created on 03/01/2019 10:41:12 and created by Greg Phillips ***
1: Please attach one or two clear, well lit photos of the valve train to the case. IF you find sludge in the engine, then you will need to get the customer's service records. If you have verified there has been no abuse or external impact, the engine is not used or from a junk yard, and the warranty is valid according to WEB DCS, you will also need to review warranty bulletin 2015-09 and attach the completed and signed WRTY 143 core data sheet to this case.

*** Service Alert Escalated to CA as: 13072571 on 03/05/2019 01:06:34 (PST)

*** 03/05/2019 05:02:20 ***
20190304_134527 (1).mp4 added by travis rennick on 03/05/2019 05:02:13

*** Web - Advice created on 03/05/2019 08:49:44 and created by Greg Phillips ***
1: If you have verified there has been no abuse or external impact, the engine is not used or from a junk yard, and the warranty is valid according to WEB DCS, you will also need to review warranty bulletin 2015-09 and attach the completed and signed WRTY 143 core data sheet to this case.

*** 03/06/2019 04:58:16 ***
20190306_075400.jpg added by travis rennick on 03/06/2019 04:58:15

*** Web - Advice created on 03/06/2019 10:45:14 and created by Greg Phillips ***
1: Both signatures and the date are required on the core data sheet.

*** 03/11/2019 11:40:06 ***
20190311_143522.jpg added by travis rennick on 03/11/2019 11:40:03

*** 03/11/2019 14:27:52 ***
PWA Case 13081388 created by Greg Phillips

*** Web - Advice created on 03/11/2019 14:29:08 and created by Greg Phillips ***
1: I have generated a PWA case, 13081388, for you. If this has valid warranty, please validate the vehicle warranty, in the new PWA case, so the PWA can be approved. Then please close this case and fill out the survey.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures, after you validate the warranty in the new PWA case and receive approval. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Case has been auto closed by the system on 03/27/2019 01:11:51 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,877

Prod Date: 05/01/2013 **Warranty Start Date:** 06/25/2013

Dealer/Contact Data:

Dealer: CA294 Winn Kia of Dublin

Phone: 9254521000 **FAX:** 9254521094

Contact: Anatoliy Pishenin **Contact Title:** Shop Foreman **Service District:** WE04

Case Details:

Case Title: Duplicate - WEB Case # Prior Warranty Authorization

Symptom: Information Given **DTC:**

System: Non System Related

Component: No Repairs Performed

Resolution: Duplicate Web Case

Case History

*** 03/04/2019 10:00:58 ***
Contact = Anatoliy Pishenin, Priority = Standard, Sub Status = Dispatched

*** 03/04/2019 10:00:59 ***
Web - Problem Description created on 03/04/2019 10:00:59 and created by Anatoliy Pishenin
vehicle arrived for overheating issue, upon inspection found left cylinder head gasket leaking. techline case 13028455 requested we check cylinder head bolts for being stripped.

*** 03/04/2019 10:00:59 ***
Web - Diagnostics created on 03/04/2019 10:00:59 and created by Anatoliy Pishenin
upon inspection found the 2 back bolts by cylinder one just keep spiining though, and the were backed out almost 1/8 inch when removed the cam.
please see attached video of us attempting to torque down the bolts

*** 03/04/2019 10:06:00 ***
20190302_163234.mp4 added by Anatoliy Pishenin on 03/04/2019 10:03:52

*** 03/04/2019 10:09:57 ***
Web - Note created on 03/04/2019 10:09:56 and created by Anatoliy Pishenin
Video wount upload for some reason, here is the picture of the 2 bolts. Should be clear now

*** 03/04/2019 10:10:01 ***
155172261374070241248997435347 86.jpg added by Anatoliy Pishenin on 03/04/2019 10:09:57

*** 03/04/2019 10:10:04 ***
20190304_100858.jpg added by Anatoliy Pishenin on 03/04/2019 10:10:01

*** 03/04/2019 10:44:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/04/2019 10:47:13 and created by Jerry Gossling ***
1: Anatoliy,
This is an duplicate case. Please refer back to the original tech line case # 13028455 and request a reopen.
Thank you

*** 03/04/2019 10:47:31 ***
PWA has been denied by Jerry Gossling

*** 03/04/2019 10:47:31 ***
Case closed by Jerry Gossling with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate Web Case

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,919

Prod Date: 04/13/2013 **Warranty Start Date:** 06/08/2013

Dealer/Contact Data:

Dealer: KS014 G&G Kia

Phone: 6202273171 **FAX:** 6203717624

Contact: Luke Cruz jr **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: used engine installed

Case History

*** 03/04/2019 14:01:24 ***
Contact = Luke Cruz jr, Priority = Standard, Sub Status = Dispatched

*** 03/04/2019 14:01:24 ***
Web - Problem Description created on 03/04/2019 14:01:24 and created by Luke Cruz jr
car came in for pushing coolant out of over fill bottle.

*** 03/04/2019 14:01:24 ***
Web - Diagnostics created on 03/04/2019 14:01:24 and created by Luke Cruz jr
block test and failed test. found 3 bolts around #4 cyl. loose will not tighten up. removed cyl head and found threads pulled on block.

*** 03/04/2019 15:27:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/04/2019 15:30:25 and created by Eric Patterson ***
1: Please add pictures to the case of the stripped head bolts.

Please add the WRTY 143 form to the case.
2: Based on the information the engine block will need replaced.

Please measure the heads for warpage and let me know if they have passed inspection.
3: Please make sure the engine is under warranty. TY Luke

*** Service Alert Escalated to CA as: 13072534 on 03/05/2019 01:06:34 (PST)

*** 03/14/2019 11:31:56 ***
Case Closed with Resolution Code: Faulty Component

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,662

Prod Date: 05/10/2013 **Warranty Start Date:** 08/08/2013

Dealer/Contact Data:

Dealer: MS016 Wilson Kia

Phone: 6019446580 **FAX:** 6019446581

Contact: Ramon Gibson **Contact Title:** Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 03/02/2019 09:00:03 ***
Contact = Ramon Gibson, Priority = Standard, Sub Status = Dispatched

*** 03/02/2019 09:00:03 ***
Web - Problem Description created on 03/02/2019 08:59:21 and created by Ramon Gibson
inspect and verified customer concern and noticed LH head leaking coolant from head gasket and causing overheating.

*** 03/02/2019 09:00:03 ***
Web - Diagnostics created on 03/02/2019 08:59:21 and created by Ramon Gibson
remove engine and transmission and remove LH cylinder head and gasket. During remove noticed head bolts loose and not tighten during removal. inspect and noticed head bolt came out with treads from head block.

*** 03/02/2019 09:00:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/02/2019 09:02:55 and created by Eric Patterson ***
1: Please add a picture of the leak and the stripped threads on the bolt to the case.
2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** Web - Advice created on 03/02/2019 09:03:11 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 03/02/2019 09:05:57 ***
20190302_110314.mp4 added by Ramon Gibson on 03/02/2019 09:05:21

*** Web - Advice created on 03/02/2019 09:33:16 and created by Eric Patterson ***
1: Once the WRTY 143 Engine Core form is added I WILL CREATE THE PWA FOR YOU.....Please do not open a PWA case on your own…

2: TY for the video, I can see the threads stripped.

*** 03/04/2019 07:41:57 ***
155171404998931140367 9.jpg added by Ramon Gibson on 03/04/2019 07:41:53

*** 03/04/2019 07:44:21 ***
155171415857410963443 77.jpg added by Ramon Gibson on 03/04/2019 07:44:19

*** 03/05/2019 07:23:26 ***
PWA Case created for RA Case 13070445 by Eric Patterson

*** Web - Advice created on 03/05/2019 07:24:01 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/05/2019 12:55:30 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,199

Prod Date: 02/17/2014 **Warranty Start Date:** 05/10/2014

Dealer/Contact Data:

Dealer: CO033 Peak Kia North

Phone: 9705763100 **FAX:** 9705763122

Contact: STEPHEN VAN PEURSEM **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 03/06/2019 06:10:24 ***
Contact = STEPHEN VAN PEURSEM, Priority = Standard, Sub Status = Dispatched

*** 03/06/2019 06:10:24 ***
Web - Problem Description created on 03/06/2019 06:10:20 and created by STEPHEN VAN PEURSEM
C/S while driving, the heater stopped blowing hot. then the vehicle over heated. customer then pulled over and observed some sort of fluid leak. vehicle towed to shop.

*** 03/06/2019 06:10:24 ***
Web - Diagnostics created on 03/06/2019 06:10:20 and created by STEPHEN VAN PEURSEM
started vehicle and scan for dtcs. none stored. vehicle seems to be running fine at this time. inspect coolant. coolant level is extremely low. inspect oil level and condition. level ok. no traces of coolant in oil. topped off coolant and pressure test. found coolant leak on right bank between head and engine block on back of engine. steamed cleaned engine and verified leak location. usually plastic coolant manifold. verified leak at head gasket area. head gasket leak suspect. will need to obviously tear down and verify no head/block damage. was creating a pwa due to nature of repair. thank you

*** 03/06/2019 06:22:32 ***
20190306_072055.jpg added by STEPHEN VAN PEURSEM on 03/06/2019 06:22:29

*** 03/06/2019 06:30:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/06/2019 06:40:05 and created by Sam Camarillo ***
1: lets inspect before we go further.
Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 03/06/2019 08:27:50 ***
20190306_092325.jpg added by STEPHEN VAN PEURSEM on 03/06/2019 08:27:46

*** 03/06/2019 08:27:55 ***
20190306_092315.jpg added by STEPHEN VAN PEURSEM on 03/06/2019 08:27:51

*** 03/06/2019 08:28:00 ***
20190306_092259.jpg added by STEPHEN VAN PEURSEM on 03/06/2019 08:27:55

*** 03/06/2019 08:30:15 ***
Web - Note created on 03/06/2019 08:30:15 and created by STEPHEN VAN PEURSEM
i did not see any moisture on the dipstick. this is how it looks under the cylinder head cover. just sending them along. in process of inspecting torque on headbolts. thx

*** 03/06/2019 09:19:55 ***
20190306_101337.mp4 added by STEPHEN VAN PEURSEM on 03/06/2019 09:18:24

*** 03/06/2019 09:21:55 ***
Web - Note created on 03/06/2019 09:21:55 and created by STEPHEN VAN PEURSEM
set torque to 45 ft lbs as instructed. head bolt is just spinning. uploaded video thx for your help.

*** Web - Advice created on 03/06/2019 10:47:50 and created by Sam Camarillo ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/06/2019 10:47:56 ***
PWA has been authorized by Sam Camarillo

*** 03/06/2019 10:47:56 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]
engine

*** 07/30/2019 08:26:08 ***
Case Number: XXXXXXXX Reopen Requested by STEPHEN VAN PEURSEM.
Reason: [vehicle returned ater approx 5 months with low engine knock]

*** 07/30/2019 08:31:03 ***
Reopen Denied by Sam Camarillo
Reason: Open a new case for engine replacement

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,091

Prod Date: 12/11/2013 **Warranty Start Date:** 03/15/2014

Dealer/Contact Data:

Dealer: PA004 Murray Kia

Phone: 6102793020 **FAX:** 6102799663

Contact: Brinton Springfield **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 03/06/2019 11:24:15 ***
Contact = Brinton Springfield, Priority = Standard, Sub Status = Dispatched

*** 03/06/2019 11:24:15 ***
Web - Problem Description created on 03/06/2019 10:59:46 and created by Brinton Springfield
Engine been overheating . No heat . Bubbing in radiator . Head next to firewall is leaking externally. I have seen stripped out bolts in eight of these so far 3.3 engine replace engine

*** 03/06/2019 11:24:15 ***
Web - Diagnostics created on 03/06/2019 11:23:05 and created by Brinton Springfield
Did pressure . Test Did not hold pressure

*** 03/06/2019 11:45:59 ***
73F1FCD1-D0B7-43EF-B5EF-0B755F4FD576.MOV added by Radoslaw Wojtowicz on 03/06/2019 11:45:51

*** 03/06/2019 12:11:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/06/2019 12:17:08 and created by Greg Phillips ***
1: Brinton, I can't go off of results from other vehicles. We need to find, or rather show, the problem on this one. Please take that valve cover off, get a photo of the valve train to verify proper maintenance, and check the head bolts that you can get to without removing the cam shafts. See if they are loose and the threads are stripped.

*** 03/06/2019 13:21:29 ***
219A5375-768F-40C1-BF6E-26B425774F15.MOV added by Radoslaw Wojtowicz on 03/06/2019 13:21:20

*** 03/06/2019 13:25:06 ***
Web - Note created on 03/06/2019 13:25:06 and created by Radoslaw Wojtowicz
We added some attachments, confirmed pulled threads

*** 03/06/2019 13:25:09 ***
image.jpg added by Radoslaw Wojtowicz on 03/06/2019 13:25:06

*** Web - Advice created on 03/06/2019 13:56:40 and created by Greg Phillips ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Replace the engine with a long block, if available. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/06/2019 13:56:45 ***
PWA has been authorized by Greg Phillips

*** 03/06/2019 13:56:46 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,588

Prod Date: 04/17/2013 **Warranty Start Date:** 07/27/2013

Dealer/Contact Data:

Dealer: FL025 Gunther Kia

Phone: 9548002120 **FAX:** 9544536337

Contact: Obed Linares **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: long block

Case History

*** 03/08/2019 05:35:57 ***
Contact = curt langstaff, Priority = Standard, Sub Status = Dispatched

*** 03/08/2019 05:35:57 ***
Web - Problem Description created on 03/08/2019 05:35:57 and created by curt langstaff
This vehicle has had several oil leaks repaired.It is back at our dealership again with another oil leak.

*** 03/08/2019 05:35:57 ***
Web - Diagnostics created on 03/08/2019 05:35:57 and created by curt langstaff
I cleaned the entire engine and frame..i cleaned out the oil galley on the engine block.I test drove the vehicle for 25 miles then put it back on the lift to inspect for leaks.
I can see oil seepage from where the cylinder heads meet the engine block.the oil then travels down the transmission case until it starts to drip on the ground.
this vehicle previously has had the valve cover gaskets,oil pressure switch ,and oil filter housing replaced.

*** 03/08/2019 05:38:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/08/2019 05:41:06 and created by Tony Thomas ***
1: Hi Curt. Porous hole in the head or failed head gasket? Did you use dye?

*** 03/08/2019 06:14:36 ***
Web - Note created on 03/08/2019 06:14:36 and created by curt langstaff
FAILED GASKET ..NO DYE USED..DIDNT NEED TO USE DYE..I COMPLETELY CLEANED THE ENTIRE ENGINE AND DRIED IT BEFORE THE TEST DRIVE..IT IS CLEAR TO SEE THE LEAKS AROUND THE CYLINDER HEAD GASKET AREA WHERE THE CYLINDER HEADS MEET THE ENGINE BLOCK.THANKS CURT

*** Web - Advice created on 03/08/2019 06:41:13 and created by Tony Thomas ***
1: Validate warranty and get approval for repairs. Thanks.

*** 03/13/2019 13:20:13 ***
Web - Note created on 03/13/2019 13:20:13 and created by Obed Linares
this vehicle has been given to me Obed Linares. I removed the cylinder head and found that the bolts came out with the thread of the block. I can send you picture of the bolt with the thread still attach to the bolts. Please advise.

*** Web - Advice created on 03/13/2019 13:28:42 and created by Tony Thomas ***
1: Validate the warranty and attach photos of the head bolts, valve train, and the WRTY143 engine core data form.

*** 03/14/2019 04:55:55 ***
20190314_075419[1].jpg added by Obed Linares on 03/14/2019 04:55:53

*** 03/14/2019 04:55:56 ***
20190314_075436[1].jpg added by Obed Linares on 03/14/2019 04:55:55

*** Web - Advice created on 03/14/2019 05:10:13 and created by Tony Thomas ***
1: Thanks Obed. If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form and a PWA case will be created for you. The form must be filled out (all available sections per Pitstop PS561) and signed and dated by the service manager and technician.

*** 03/14/2019 09:33:26 ***
Web - Note created on 03/14/2019 09:33:26 and created by Obed Linares
I sent the form please advise

*** 03/14/2019 09:33:28 ***
20190314_122337[1].jpg added by Obed Linares on 03/14/2019 09:33:26

*** Web - Advice created on 03/14/2019 09:45:05 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/14/2019 09:45:45 ***
PWA Case 13085914 created by Tony Thomas

*** 03/19/2019 05:32:58 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,837

Prod Date: 09/11/2014 **Warranty Start Date:** 11/16/2014

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: Steven Beard **Contact Title:** Shop Foreman **Service District:** WE01

Case Details:

Case Title: Auto Trans-Harsh Shift # Case for Warranty Authorization

Symptom: Erratic Shift **DTC:**

System: Automatic Transmission

Component: Transmission

Resolution:

Case History

*** 03/11/2019 15:20:09 ***
Contact = Steven Beard, Priority = Standard, Sub Status = Dispatched

*** 03/11/2019 15:20:09 ***
Web - Problem Description created on 03/11/2019 15:20:09 and created by Steven Beard
CAR WILL BE DOWN FOR MORE THAN 5 DAYS. NEEDS TRANS AND ENGINE. ENGINE ON B/O

*** 03/11/2019 15:20:09 ***
Web - Diagnostics created on 03/11/2019 15:20:09 and created by Steven Beard
VERIFIED CONCERN.

*** 03/11/2019 15:54:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/11/2019 15:56:05 and created by Eric Patterson ***
1: Why does the Vehicle need an engine and a Trans. Thank you

*** Service Alert Escalated to CA as: 13082094 on 03/12/2019 01:06:59 (PST)

*** 03/13/2019 15:02:11 ***
Web - Note created on 03/13/2019 15:02:11 and created by Steven Beard
towed in cust states oil leak and smoke out of tail pipe, oil leak is from front seal of trans, no engaugment in drive or reverse until 3k rpms and slams into gear, trans fluid burnt. filled topped off with new trans fluid to see if concern is still present and it is. engine has a blown head gasket, failed block test and i have coolant squirting out of radiator about 2 feet with cap off engine running.

*** Web - Advice created on 03/13/2019 15:11:10 and created by Eric Patterson ***
1: Please add a video of the oil leak from the trans bell housing, please include the vin plate as well.

*** 03/13/2019 16:52:29 ***
518BD6DF-98F5-4FB0-A69B-157143C94664.MOV added by Steven Beard on 03/13/2019 16:47:52

*** Web - Advice created on 03/14/2019 10:33:18 and created by Eric Patterson ***
1: Based on the video, the transmission seal does look like it is leaking.
2: Please attach the completed and signed WRTY127 Trans Core Form to the case.

*** Case has been auto closed by the system on 03/30/2019 01:12:33 (PST)
*** 04/02/2019 08:06:46 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/02/2019 08:08:09 and created by Rob Levy ***
1: Please attach the completed WRTY127 transmission core data form or this case will be denied.
Thanks

*** 04/02/2019 08:08:31 ***
Assigned to WIPBin All Others of Eric Patterson by Rob Levy
Reason:

*** Web - Advice created on 04/02/2019 08:34:54 and created by Eric Patterson ***
1: Please attach the completed WRTY127 transmission core data form or this case will be denied.
Thanks

*** 04/09/2019 16:39:04 ***
F3BC7A39-15A8-4E47-8A16-B7C37FA7A89C.jpeg added by Steven Beard on 04/09/2019 16:39:01

*** 04/09/2019 16:39:47 ***
Web - Note created on 04/09/2019 16:39:47 and created by Steven Beard
Core form attached. Sorry for the delay I was off work .

*** Web - Advice created on 04/10/2019 08:52:16 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you: please validate the vehicle warranty so the PWA can be approved. I recommend that you replace the transmission following normal service procedures.
Please make sure the cooler is flushed in both directions if there is an external cooler.

*** 04/10/2019 08:52:21 ***
PWA has been authorized by Eric Patterson

*** 04/10/2019 08:52:21 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,741

Prod Date: 05/08/2014 **Warranty Start Date:** 07/29/2014

Dealer/Contact Data:

Dealer: WV005 Dutch Miller Kia

Phone: 6813477925 **FAX:** 3046975748

Contact: Joshua Riggs **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/12/2019 05:26:17 ***
Contact = Joshua Riggs, Priority = Standard, Sub Status = Dispatched

*** 03/12/2019 05:26:17 ***
Web - Problem Description created on 03/12/2019 05:26:17 and created by Joshua Riggs
engine is running very rough and is burning large amounts of coolant customer states vehicle overheated and was towed into shop

*** 03/12/2019 05:26:17 ***
Web - Diagnostics created on 03/12/2019 05:26:17 and created by Joshua Riggs
checked coolant level to find it to be very low filled coolant system to find it to be burning coolant and running very rough

*** 03/12/2019 05:30:59 ***
1552393814102124788867.jpg added by Joshua Riggs on 03/12/2019 05:30:58

*** 03/12/2019 05:31:38 ***
Web - Note created on 03/12/2019 05:31:38 and created by Joshua Riggs
Sorry sent pic to wrong case

*** 03/12/2019 05:34:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/12/2019 05:38:42 and created by Sam Camarillo ***
1: Do you have any cylinders that are misfiring? i would suspect those are the ones ingesting coolant.
Check for any external leaks around the cylinder head. If the vehicle overheated badly the head probably warped and most likely pulled the head bolts from the block

*** Service Alert Escalated to CA as: 13083700 on 03/13/2019 01:04:46 (PST)

*** 03/18/2019 12:12:55 ***
Web - Note created on 03/18/2019 12:12:55 and created by Blake Miller
no miss fire detected and no codes of any kind are stored. So far the vehicle has stayed at 215 F After test drive at highway speeds. No leaks found. My concern is that this particular customer just had the engine replaced for an overheating concern and now has brought it back to the dealer. The customer has a picture of it showing on the dash that it is oveoverheating. should we check something more. this is the serv manager

*** 03/18/2019 12:32:41 ***
Web - Note created on 03/18/2019 12:32:41 and created by Blake Miller
please disregard that past message. wrong repair thanks

*** Web - Advice created on 03/18/2019 13:27:45 and created by Sam Camarillo ***
1: No worries.

*** 03/19/2019 09:13:08 ***
Web - Note created on 03/19/2019 09:13:08 and created by Joshua Riggs
yes I have misfire on cylinder 1 and cylinder 3, I don't see any external leaks at this time

*** Web - Advice created on 03/19/2019 09:48:08 and created by Sam Camarillo ***
1: please do a coolant system block check to verify if there is HC in the cooling system.

*** 03/20/2019 09:21:05 ***
Web - Note created on 03/20/2019 09:21:05 and created by Joshua Riggs
performed coolant system block check failed the block check test

*** Web - Advice created on 03/20/2019 10:12:00 and created by Sam Camarillo ***
1: Ok we suspect a head gasket leak on the odd side of the engine. If vehicle still has PT coverage do this
Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 03/22/2019 13:30:35 ***
20190322_162643.mp4 added by Joshua Riggs on 03/22/2019 13:29:56

*** 03/22/2019 13:32:34 ***
Web - Note created on 03/22/2019 13:32:34 and created by Joshua Riggs
I have attached video of head bolt turning due to block being stripped out engine has been overheated several times

*** Web - Advice created on 03/22/2019 13:48:12 and created by Sam Camarillo ***
1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) TO THIS CASE to proceed. Please follow the guidelines in PS561 to ensure it is filled out correctly. The one that is attached now is for a different vehicle

*** 03/27/2019 07:39:40 ***
IMG_0104.JPG added by Joshua Riggs on 03/27/2019 07:39:37

*** Web - Advice created on 03/27/2019 08:50:43 and created by Sam Camarillo ***
1: Thanks for the completed PWA form
Before I approve I reviewed a CA case so I need to know:
Was engine replaced at a Kia dealer?
Does customer have valid powertrain coverage?

*** 03/27/2019 09:39:53 ***
Web - Note created on 03/27/2019 09:39:52 and created by Joshua Riggs
the engine has not been replaced before and yes its still under powertrain coverage

*** Web - Advice created on 03/27/2019 09:44:05 and created by Sam Camarillo ***
1: Ok thanks. Do you see any signs of neglect through the oil fill hole?

*** 03/27/2019 11:53:41 ***

Web - Note created on 03/27/2019 11:53:41 and created by Joshua Riggs
no and I removed the rear valve cover to gain access to head bolts to apply 40 to 50ft lbs of torque to them and the engine seems clean inside

*** Web - Advice created on 03/27/2019 12:06:16 and created by Sam Camarillo ***
1: Ok thanks.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/27/2019 12:07:52 ***
PWA Case 13102869 created by Sam Camarillo

*** Case has been auto closed by the system on 04/12/2019 01:12:42 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,619

Prod Date: 06/13/2013 **Warranty Start Date:** 08/22/2013

Dealer/Contact Data:

Dealer: MI008 Seelye Kia of Kalamazoo

Phone: 2693753820 **FAX:** 2693724737

Contact: JESSE BRITTEN **Contact Title:** Dual Technician **Service District:** CE13

Case Details:

Case Title: Engine - Smokes # Smells Like Coolant

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced engine

Case History

*** 03/12/2019 07:48:32 ***
Contact = JESSE BRITTEN, Priority = Standard, Sub Status = Dispatched

*** 03/12/2019 07:48:32 ***
Web - Problem Description created on 03/12/2019 07:48:32 and created by JESSE BRITTEN
the car has no heat and there is white smoke coming out the exhaust the car smells of coolant

*** 03/12/2019 07:48:33 ***
Web - Diagnostics created on 03/12/2019 07:48:33 and created by JESSE BRITTEN
the cooling system failed a block test

*** 03/12/2019 08:30:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/12/2019 08:32:54 and created by Jerry Gossling ***
1: Thank you for the information.
Please remove the valve train rocker assembly. Next see if the cylinder head bolts will maintain a 65 FT LBS of torque.
Thank you

*** 03/13/2019 12:29:00 ***
Web - Note created on 03/13/2019 12:29:00 and created by JESSE BRITTEN
two bolts on the back head just spin and will not tighten down

*** Web - Advice created on 03/13/2019 14:18:42 and created by Jerry Gossling ***
1: Jesse,
Based off of your information the engine will need to be replaced.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** 03/14/2019 06:13:32 ***

15525691593336786584l0.jpg added by JESSE BRITTEN on 03/14/2019 06:13:29

*** 03/14/2019 07:07:10 ***
PWA Case 13085611 created by Jerry Gossling

*** Web - Advice created on 03/14/2019 07:07:37 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 03/21/2019 08:55:03 ***
Web - Note created on 03/21/2019 08:55:03 and created by JESSE BRITTEN
the new fuel rail bolts bottom out with a gap of a half inch on the new engine onthe old engine they go all the way the old bolts match the new ones

*** Web - Advice created on 03/21/2019 10:27:37 and created by Jerry Gossling ***
1: Jesse,
I don't know the reason for this issue. I recommend to contact Kia parts hot line to see if there is a new replacement bolt as they may have sent you a superseded remanufactured engine.
Thank you

*** Service Alert Escalated to CA as: 13096244 on 03/22/2019 01:06:02 (PST)

*** 03/27/2019 13:15:19 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,125

Prod Date: 05/09/2013 **Warranty Start Date:** 07/24/2013

Dealer/Contact Data:

Dealer: MO033 Oakes Kia

Phone: 8164742900 **FAX:** 8164744118

Contact: Todd Keown **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/13/2019 08:04:32 ***
Contact = Todd Keown, Priority = Standard, Sub Status = Dispatched

*** 03/13/2019 08:04:32 ***
Web - Problem Description created on 03/13/2019 08:03:00 and created by Todd Keown
I have a Sorento here that has a coolant leak out of the bank 2 cylinder head. A slow leak when cold to a steady stream when hot. It has some milky film on the oil cap and fill neck on the valve cover. Has no codes and no drivability concerns. Any suggestions would be greatful, thanks.

*** 03/13/2019 08:04:32 ***
Web - Diagnostics created on 03/13/2019 08:04:32 and created by Siebel eSupport
coolant pressure test and mil check

*** 03/13/2019 08:29:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/13/2019 08:31:46 and created by Jerry Gossling ***
1: Thank you for the information.
Please remove the rocker assemblies form the cylinder heads then check to see if the head bolts will maintain a 65 FT LBS of torque by using your torque wrench.
Thank you

*** 03/14/2019 12:32:15 ***
Web - Note created on 03/14/2019 12:32:15 and created by Todd Keown
Removed the rocker assemblies and found a head bolt that pulled the threads out of the block.

*** 03/14/2019 12:34:07 ***
Web - Note created on 03/14/2019 12:34:07 and created by Todd Keown
Removed the rocker assemblies and found a head bolt loose that pulled out the threads in the block.

*** Web - Advice created on 03/14/2019 13:30:16 and created by Jerry Gossling ***
1: Thank you for the information.
Based off of this provided information, I recommend to replace the engine per Pitstop 539.
I noticed your dealer is listed as DSA. Dealer self authorizing so you don't need a PWA case.
The only person who has to authorize this repair is your service manager.
Thank you

*** Case has been auto closed by the system on 03/30/2019 01:12:33 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 21,740

Prod Date: 01/08/2014 **Warranty Start Date:** 06/09/2014

Dealer/Contact Data:

Dealer: WI006 Frank Boucher Kia

Phone: 2628862886 **FAX:** 2628864181

Contact: Ryan Suiter **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine/Transmission

Resolution:

Case History

*** 03/13/2019 08:03:17 ***
Contact = Ryan Suiter, Priority = Standard, Sub Status = Dispatched

*** 03/13/2019 08:03:17 ***
Web - Problem Description created on 03/13/2019 08:03:17 and created by Ryan Suiter
customer states coolant mixing with oil

*** 03/13/2019 08:03:17 ***
Web - Diagnostics created on 03/13/2019 08:03:17 and created by Ryan Suiter
inspected cool which was really low in the radiator and filled it up and there is just a constant bubbles coming from the radiator and the exhaust fumes smell like coolant wondering what actions do i take to have the motor replaced under warranty

*** 03/13/2019 08:26:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/13/2019 08:35:27 and created by Mike Ozonur ***
1: Please perform block test,
2: provide a video of the engine running condition
3: provide a picture of the valve train. thanks

*** 03/13/2019 08:56:40 ***
20190313_105124.mp4 added by Ryan Suiter on 03/13/2019 08:54:09

*** 03/13/2019 09:08:10 ***
155249325837499713708.jpg added by Ryan Suiter on 03/13/2019 09:08:09

*** Web - Advice created on 03/13/2019 16:29:20 and created by Mike Ozonur ***
1: Please provide a picture of the valve train
2: Please torque the cylinder head bolts to 85ftlbs

*** 03/14/2019 06:49:31 ***
15525713029459638664 81.jpg added by Ryan Suiter on 03/14/2019 06:49:30

*** 03/14/2019 06:50:31 ***
15525713759221453114568.jpg added by Ryan Suiter on 03/14/2019 06:50:30

*** 03/14/2019 11:17:51 ***
Web - Note created on 03/14/2019 11:17:51 and created by Ryan Suiter
i sent the picture of the valve train and all the coolant oil mixture that was on the valve cover what do you want me to do as of now

*** Web - Advice created on 03/14/2019 13:08:47 and created by Mike Ozonur ***
1: Please torque the cylinder head bolts to 85ftlbs see if they tighten or spin thanks

*** 03/26/2019 13:08:41 ***
Web - Note created on 03/26/2019 13:08:40 and created by Ryan Suiter
the only way to check to see if the head bolts tighten or spin is to pull the motor to check do i have authorization to pull apart the motor completely to check

*** Web - Advice created on 03/26/2019 16:08:52 and created by Mike Ozonur ***
1: You don't have to pull the motor to torque the cylinder head bolts, Please torque the cylinder head bolts to 85ftlbs see if they tighten or spin thanks

*** 04/10/2019 05:29:33 ***
Web - Note created on 04/10/2019 05:29:33 and created by Ryan Suiter
alright i torqued the head bolts and they do spin

*** Web - Advice created on 04/10/2019 07:37:56 and created by Mike Ozonur ***
1: thanks Ryan
remove the heads and measure the block and the heads surface for flatness with a straight edge
2: please provide picture of the head bolts to the case once you remove them

*** Case has been auto closed by the system on 04/26/2019 01:08:41 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,645

Prod Date: 03/01/2013 **Warranty Start Date:** 03/12/2013

Dealer/Contact Data:

Dealer: NJ052 Nutley Auto Kia

Phone: 9736670500 **FAX:** 9736670059

Contact: Jose carnero **Contact Title:** Technician Trainee **Service District:** EA12

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 03/14/2019 12:12:40 ***
Contact = Jose carnero, Priority = Standard, Sub Status = Dispatched

*** 03/14/2019 12:12:40 ***
Web - Problem Description created on 03/14/2019 12:12:40 and created by Siebel eSupport
Customer states coolant leak present.

*** 03/14/2019 12:12:40 ***
Web - Diagnostics created on 03/14/2019 12:07:32 and created by Jose carnero
Vehicle came in with coolant leak. Previous dealer had replaced coolant thermostat housing. Pulled vehicle into shop and visual inspection verified and confirmed leak present. Performed coolant pressure test and revealed leak present at left bank cylinder head Removed valve cover gasket to reveal top right corner head bolt loose.

Possible overheating issue due to loss of coolant. Further inspection of block and head needed. Removed bank 2 head and performed warpage test with straight edge; test failed, warpage found. Ordered cylinder head and checked the loose head bolt threads to reveal the threads pulled from the block. Proceeded to replacing block. Took videos of headbolt loose in assembled engine.

Will provide pictures and videos along with WRTY engine core form for PWA authorization.

Thank you

*** 03/14/2019 12:19:26 ***
20190308_154824.mp4 added by Jose carnero on 03/14/2019 12:18:36

*** 03/14/2019 12:38:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/14/2019 12:44:00 and created by Sam Camarillo ***
1: The RO numbers are switched around a bit. TL case shows ending in 32 while PWA form ends in 23. Which one is correct?

*** 03/14/2019 12:58:46 ***
Web - Note created on 03/14/2019 12:58:46 and created by Jose carnero
58723 is correct. my apologies!

*** Web - Advice created on 03/14/2019 13:39:46 and created by Sam Camarillo ***
1: No worries easy correction on my end.

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/14/2019 13:39:56 ***
PWA has been authorized by Sam Camarillo

*** 03/14/2019 13:39:56 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,121

Prod Date: 03/15/2014 **Warranty Start Date:** 06/20/2014

Dealer/Contact Data:

Dealer: NC061 Hendrick Kia of Cary

Phone: 9193882700 **FAX:** 9193882642

Contact: David Willey **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/15/2019 05:38:25 ***
Contact = David Willey, Priority = Standard, Sub Status = Dispatched

*** 03/15/2019 05:38:25 ***
Web - Problem Description created on 03/15/2019 05:38:25 and created by David Willey
Customer states the vehicle started to sputter, temperature went up, and the check engine light came on. Customer shut the vehicle off and had the vehicle towed in.

*** 03/15/2019 05:38:25 ***
Web - Diagnostics created on 03/15/2019 05:38:25 and created by David Willey
Checked for DTCs and could only find a C1503 TCS/ESC(ESP) Switch Error in the ESC system. Found coolant reservoir was full. Opened radiator cap and there was no coolant. You could see to the bottom of the radiator. Filled with coolant and started the vehicle. Coolant would not stop bubbling. Checked with block tester and block check fluid turned slightly yellow. Lifted the vehicle and found that Bank 2 side of engine had coolant residue coming from between cylinder head and block. Looks to have coolant leak between block and head towards the transmission end of the cylinder head. We've seen these have loose head bolts before so putting in for engine replacement.

*** 03/15/2019 05:38:29 ***
IMG_20190314_162140.jpg added by David Willey on 03/15/2019 05:38:25

*** 03/15/2019 05:38:31 ***
IMG_20190314_162200.jpg added by David Willey on 03/15/2019 05:38:30

*** 03/15/2019 05:38:35 ***
IMG_20190314_162224.jpg added by David Willey on 03/15/2019 05:38:31

*** 03/15/2019 05:38:38 ***
IMG_20190314_162749.jpg added by David Willey on 03/15/2019 05:38:35

*** 03/15/2019 05:38:42 ***

IMG_20190314_162927.jpg added by David Willey on 03/15/2019 05:38:38

*** 03/15/2019 05:38:43 ***
scan0020.pdf added by David Willey on 03/15/2019 05:38:42

*** 03/15/2019 05:41:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/15/2019 05:46:05 and created by Tony Thomas ***
1: David. We cannot approve a warranty just because some of these need it. Each one needs to be properly diagnosed. You need to pull the head bolts to see if any are pulling the threads from the block before opening a PWA for engine replacement. Otherwise, this would just need head gaskets which would be with DPSM approval not a Techline PWA. Thanks.

*** 03/15/2019 08:24:04 ***
Web - Note created on 03/15/2019 08:24:04 and created by David Willey
I tore the engine down and was able to remove 5 of the head bolts by hand. All 5 had stripped out threads in the holes and would not tighten back up. Attached pictures of head bolts and head bolt locations in the Bank 2 cylinder head.

*** 03/15/2019 08:24:08 ***
IMG_20190315_111208_2.jpg added by David Willey on 03/15/2019 08:24:05

*** 03/15/2019 08:24:13 ***
IMG_20190315_110818.jpg added by David Willey on 03/15/2019 08:24:09

*** Web - Advice created on 03/15/2019 08:30:51 and created by Tony Thomas ***
1: Technician signature and date are both missing from the engine core form.

*** 03/15/2019 09:19:44 ***
Web - Note created on 03/15/2019 09:19:44 and created by David Willey
Attached signed and dated WRTY143 form.

*** 03/15/2019 09:19:45 ***
scan.pdf added by David Willey on 03/15/2019 09:19:44

*** Web - Advice created on 03/15/2019 09:24:12 and created by Tony Thomas ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/15/2019 09:24:19 ***
PWA has been authorized by Tony Thomas

*** 03/15/2019 09:24:19 ***
Case closed by Tony Thomas with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,555

Prod Date: 03/18/2013 **Warranty Start Date:** 04/28/2013

Dealer/Contact Data:

Dealer: AR024 Crain Kia of Fort Smith

Phone: 4794241002 **FAX:** 4794241011

Contact: Brian Kilbourn **Contact Title:** Exclusive Kia Technician **Service District:** SW03

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: NO REPAIR

Case History

*** 03/19/2019 12:33:14 ***
Contact = Brian Kilbourn, Priority = Standard, Sub Status = Dispatched

*** 03/19/2019 12:33:14 ***
Web - Problem Description created on 03/19/2019 12:29:10 and created by Brian Kilbourn
ENGINE COOLANT LEAK.

*** 03/19/2019 12:33:15 ***
Web - Diagnostics created on 03/19/2019 12:29:10 and created by Brian Kilbourn
INSPECT VEHICLE AND FOUND COOLANT LEAKING FROM REAR OF LEFT HEAD BETWEEN HEAD AND BLOCK. I HAVE ATTACHED TWO PICTURES OF BACK OF LEFT HEAD. PERFORMED COMPRESION TEST AND CYLINDER LEAK TEST AND NO PROBLEM FOUND. COOLING SYSTEM WILL HOLD PRESSURE BUT WITH ENGINE RUNING COOLANT WILL SEEP OUT FROM REAR OF LEFT HEAD BETWEEN HEAD AND BLOCK. PLEASE ADVISE THANKS BRIAN.

*** 03/19/2019 12:33:16 ***
20190319_140001[1].jpg added by Brian Kilbourn on 03/19/2019 12:33:15

*** 03/19/2019 12:33:18 ***
20190319_140812[1].jpg added by Brian Kilbourn on 03/19/2019 12:33:16

*** 03/19/2019 13:18:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/19/2019 13:22:44 and created by Eric Patterson ***
1: Thank you for the information.
The head gasket will need replaced. But please see the information in line 2 upon disassembly.
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: If any of the bolts spin especially near the affected corner the block will need replaced. please attach pictures of the

stripped head bolts and the WRTY 143 form to the case. Please make sure the vehicle is under warranty and obtain approval to remove the cylinder head from your DPSM.

*** 03/28/2019 06:49:46 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: NO REPAIR

*** 04/16/2019 05:21:30 ***
Case Number: XXXXXXXX Reopen Requested by Brian
Kilbourn. Reason: [FOUND STRIPED HEAD BOLTS ON LEFT
BANK.]

*** 04/16/2019 07:11:15 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/16/2019 07:12:37 and created by Eric Patterson ***
1: Re opened at the request of Tech. Case was closed System.
2: Please attach a video of the bolts and the vin plate and the valvetrain. Thank you Brian.

*** 04/16/2019 07:22:22 ***
Web - Note created on 04/16/2019 07:22:22 and created by Brian Kilbourn
FOUND STRIPED HEAD BOLTS ON LEFT BANK HEAD AROUND CYLINDER #6. THIS VEHICLE HAS NO WARRNTY THAT APPLY. DPSM IS GOING TO APPROVE GOODWILL IF YOU RECOMMEND ENGINE REPLACEMENT. I HAVE ATTACHED A PICTURE OF STRIPED HEAD BOLT AND ENGINE CORE DATA FORM.

*** 04/16/2019 07:22:24 ***
20190416_072226[1].jpg added by Brian Kilbourn on 04/16/2019 07:22:23

*** 04/16/2019 07:22:26 ***
20190416_072256[1].jpg added by Brian Kilbourn on 04/16/2019 07:22:25

*** 04/16/2019 07:22:28 ***
20190416_081130[1].jpg added by Brian Kilbourn on 04/16/2019 07:22:26

*** Web - Advice created on 04/16/2019 07:42:15 and created by Eric Patterson ***
1: Thank you. I will not be able to approve the repair as the DPSM will issue the PWA for you.
2: Based on looking at the bolts and the valve train if the vehicle did have power train warranty I would approve the case for you. The valve train is acceptable.
3: Please advise the DPSM if they want to goodwill assist in the repair please do so as I would approve the case if I could. Thanks for the update Brian.
Please re close this case and add the resolution when you find out f it was approved from your DPSM.

*** Service Alert Escalated to CA as: 13130958 on 04/17/2019 01:06:59 (PST)

*** 04/29/2019 13:57:30 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: NO REPAIR

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,105

Prod Date: **Warranty Start Date:** 07/03/2014

Dealer/Contact Data:

Dealer: PA085 Kia On The Boulevard

Phone: 2156719000 **FAX:** 2156719252

Contact: Charles Swan **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # - Case for Warranty Authorization

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/07/2019 10:23:00 ***
Contact = Charles Swan, Priority = Standard, Sub Status = Dispatched

*** 03/07/2019 10:23:00 ***
Web - Problem Description created on 03/07/2019 10:23:00 and created by Charles Swan
Customer states no heat after 10 mintues of driving.

*** 03/07/2019 10:23:00 ***
Web - Diagnostics created on 03/07/2019 10:23:00 and created by Charles Swan
Coolant level was low so i filled it and checked for leaks with a pressure tester. No visible leaks found. Drove vehicle to duplicate customers concern and found that the heat would blow cold while idling but would get hot while moving. I then removed the the radiator cap and reved the engine. Coolant began bursting out of the radiator from doing so. Please advise.

*** 03/07/2019 10:25:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/07/2019 10:28:18 and created by Jerry Gossling ***
1: Charles,
Thank you for the information.
Please place the vehicle on the left then carefully inspect the bottom edge of the cylinder heads for any indication of a coolant leak.
Thank you

*** 03/07/2019 11:09:11 ***
Web - Note created on 03/07/2019 11:09:10 and created by Charles Swan
What does place vehicle on the left mean? Also, there are no visible leaks from cylinder heads.

*** Web - Advice created on 03/07/2019 11:42:16 and created by Jerry Gossling ***
1: Charles,
Raise the vehicle up in the air and look for coolant leaks coming from the head gasket area.

Thank you

*** 03/07/2019 11:49:37 ***
Web - Note created on 03/07/2019 11:49:36 and created by Charles Swan
As I have stated in my previous emails, there are no visible leaks.

*** Web - Advice created on 03/07/2019 11:59:54 and created by Jerry Gossling ***
1: Charles,
I know you stated there were no coolant leaks. But I have had leaking head gaskets cause this type of concern and the leak was not noticed until the Tech look from underneath the vehicle.

Please perform a cylinder leak down test per Technician basics TB009 with the radiator cap removed and see if coolant pushes back out of the fill neck.
Thank you

*** 03/08/2019 07:50:05 ***
Web - Note created on 03/08/2019 07:50:05 and created by Charles Swan
You were right, I was wrong. See attachment.

*** 03/08/2019 07:50:08 ***
20190308_102757.jpg added by Charles Swan on 03/08/2019 07:50:05

*** Web - Advice created on 03/08/2019 09:42:46 and created by Jerry Gossling ***
1: Charles,
Thank you for the information. I would like to know if this vehicle is still under power train warranty. If so please remove the cam assemblies and see if the head bolts will retain a 60 FT LBS of torque with a torque wrench. Please request authorization from your DPSM if the vehicle is still under power train warranty.
Thank you

*** 03/22/2019 08:08:34 ***
Web - Note created on 03/22/2019 08:08:33 and created by Charles Swan
See attached photo. The 2 circled head bolts continue to turn and wont hold. All other head bolts will tighten to 60ftlbs.

*** 03/22/2019 08:09:50 ***
v6head.jpg added by Charles Swan on 03/22/2019 08:09:46

*** Web - Advice created on 03/22/2019 08:31:09 and created by Jerry Gossling ***
1: Charles,
Thank you for the picture and the information.
Please have the service advisor check to see if the vehicle still has power train warranty.
Thank you

*** 03/22/2019 08:37:44 ***
Web - Note created on 03/22/2019 08:37:43 and created by Charles Swan
It still has the warranty until July 2019.

*** Web - Advice created on 03/22/2019 08:56:20 and created by Jerry Gossling ***
1: Thank you for the information.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Thank you

*** 03/22/2019 11:31:43 ***
Scan0032.pdf added by Jason Spina on 03/22/2019 11:31:42

*** 03/22/2019 12:51:25 ***
PWA Case created for RA Case 13077244 by Jerry Gossling

*** Web - Advice created on 03/22/2019 12:51:48 and created by Jerry Gossling ***

1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** Case has been auto closed by the system on 04/07/2019 01:06:27 (PST)
*** 07/19/2019 05:48:27 ***
Reopened with Sub Status of Working

*** 07/19/2019 05:50:12 ***
Warranty Claim Appeal Approved by Warranty Administrator

*** 07/19/2019 05:50:13 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 100,221

Prod Date: 01/30/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: KY011 Car Town Kia, USA

Phone: 8598874737 **FAX:** 8598874919

Contact: Terry Bush **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 03/27/2019 05:13:58 ***
Contact = Terry Bush, Priority = Standard, Sub Status = Dispatched

*** 03/27/2019 05:13:58 ***
Web - Problem Description created on 03/27/2019 05:07:32 and created by Terry Bush
no heat over flow jug and radiator has large amount of oil in them coolant hoses swelled and very soft

*** 03/27/2019 05:13:58 ***
Web - Diagnostics created on 03/27/2019 05:07:32 and created by Terry Bush
topped of coolant psi tested seepage on back cylinder head oil and coolant rear removed rear valve cover inspected cylinder head bolts some loose

*** 03/27/2019 05:41:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/27/2019 05:44:35 and created by Sam Camarillo ***
1: If the head bolt are loose and cannot be tightened the engine will need to be replaced. Based on the mileage it is out of PT coverage.

*** 03/28/2019 05:30:18 ***
Web - Note created on 03/28/2019 05:30:17 and created by Terry Bush
we have a PWA 10434190543 for goodwill replacement from DPSM do we need Auth from tech line or move forward with PWA

*** Web - Advice created on 03/28/2019 05:41:45 and created by Sam Camarillo ***
1: We cannot authorize anything that is of PT coverage other than campaigns such as SC147 or PI1802/3. If you have goodwill auth from DPSM you are good to go.

*** 03/28/2019 08:45:01 ***
Case Closed with Resolution Code: Faulty Component

Resolution Summary: engine

*** Service Alert Escalated to CA as: 13120791 on 04/10/2019 01:09:55 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,865

Prod Date: 05/18/2013 **Warranty Start Date:** 10/30/2013

Dealer/Contact Data:

Dealer: MO017 Suntrup Kia

Phone: 3148942311 **FAX:** 3148921764

Contact: michael reagan **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Repair cylinder head threads

Case History

*** 03/27/2019 08:43:21 ***
Contact = michael reagan, Priority = Standard, Sub Status = Dispatched

*** 03/27/2019 08:43:21 ***
Web - Problem Description created on 03/27/2019 08:43:21 and created by michael reagan
customer complaining of oil drops in garage floor found small amount of oil in the galley below the injectors and all along the lip that is formed where the head bolts to the block on the injector side of the head

*** 03/27/2019 08:43:22 ***
Web - Diagnostics created on 03/27/2019 08:43:21 and created by michael reagan
another shop replaced the oil pressure sending unit i replaced the oil filter housing and oil pressure sending unit housing gasket and the leak is still present

*** 03/27/2019 09:00:46 ***
5C9B4DD3.jpg added by michael reagan on 03/27/2019 09:00:46

*** 03/27/2019 09:04:42 ***
155370255888926147323442513718 38.jpg added by michael reagan on 03/27/2019 09:04:41

*** 03/27/2019 09:17:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/27/2019 09:22:36 and created by Tony Thomas ***
1: If the oil trail indicates that it may be from the rear oil cover plate, check the PCV valve, hose and baffle for blockage. The galleries protected by this plate are part of the PCV system and a small amount of oil present is normal. If the PCV system is blocked, excessive pressure in the gallery will result and the gallery being contaminated with an excessive amount of oil and result in leakage at the rear oil cover plate. Replace or repair blocked PCV components as necessary. If no problem is found, please replace the PCV valve (for an intermittent sticking issue), and the rear cover plate gasket. Please get as much of the excessive oil out of the gallery as possible.

*** 03/27/2019 09:33:37 ***
Web - Note created on 03/27/2019 09:33:37 and created by michael reagan
by the "rear oil cover plate" do you mean the plate that the oil pressure sending unit threads in to?

*** Web - Advice created on 03/27/2019 09:42:38 and created by Tony Thomas ***
1: The cover plate is on the rear of the engine block above the rear main seal and will sometimes appear that the rear main seal is leaking. To find the leak and be sure you locate the source, add oil dye to clean oil and run the engine until the dye is detected in the oil, then perform tear down to find where the source of the leak is.

*** 03/27/2019 10:42:20 ***
Web - Note created on 03/27/2019 10:42:20 and created by michael reagan
to me this doesnt appear to be a leak coming from the rear main the oil seems to start by the engine oil pressure sending unit plate and running down the channel created where the head meets the block i will be installing a new pcv and oil dye and see if that helps locate the source

*** Web - Advice created on 03/27/2019 10:46:51 and created by Tony Thomas ***
1: Thanks for the update. Let me know what you find.

*** Service Alert Escalated to CA as: 13103542 on 03/28/2019 01:05:11 (PST)

*** 04/02/2019 12:31:29 ***
Web - Note created on 04/02/2019 12:31:29 and created by michael reagan
finally found the leak the rear cylinder head bolt, right next to the oil supply orifice for the cvvt, threads pulled out of the block allowing loss of clamping pressure and the oil leak ordered the repair kit currently have the head off waiting for the kit sorry for the long response time i havent been able to concentrate on that vehicle much until yesterday and today

*** Web - Advice created on 04/02/2019 13:04:27 and created by Tony Thomas ***
1: What repair kit? Is this still under powertrain warranty?

*** 04/02/2019 13:12:09 ***
Web - Note created on 04/02/2019 13:12:09 and created by michael reagan
this vehicle is outside any factory warranties we have utilized a very nice kit for this concern in the past that comes with inserts, with a centering fixture tap and bit to bore the thread holes oversize and insert new threaded cylinders into the bigger hole it has worked well

*** Web - Advice created on 04/02/2019 13:17:46 and created by Tony Thomas ***
1: I understand. The Thread repair kits work very well. If it were warranty Kia would replace the engine though. Thanks for clarifying the warranty.

*** 04/02/2019 13:23:27 ***
Web - Note created on 04/02/2019 13:23:27 and created by michael reagan
Just wanted to close the case but before doing so let you know what was found. As always I appreciate the assistance!

*** 04/02/2019 13:24:24 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: Repair cylinder head threads in the block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 44,834

Prod Date: 04/16/2014 **Warranty Start Date:** 05/28/2014

Dealer/Contact Data:

Dealer: PA045 Ron Lewis Kia

Phone: 7248461440 **FAX:** 7248460298

Contact: Robert Buxton **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/28/2019 07:27:47 ***
Contact = Robert Buxton, Priority = Standard, Sub Status = Dispatched

*** 03/28/2019 07:27:47 ***
Web - Problem Description created on 03/28/2019 07:24:19 and created by Robert Buxton
C/s vehicle is overheating, no heat in vehicle.

*** 03/28/2019 07:27:47 ***
Web - Diagnostics created on 03/28/2019 07:24:19 and created by Robert Buxton
Filled system and pressure test, found small leak from center of thermostat control housing. After replacing housing, found no circulation in radiator. (Proper temp both sides of thermostat.)
Replaced radiator and bled system, working ok, road test ok.
70 mile later, engine steaming under hood: Found coolant spraying out of B2 head gasket onto front cat.

I've remove engine to replace head gasket and found threads from block stuck to head bolts. Photos attached

*** 03/28/2019 07:27:49 ***
20190328_101139.jpg added by Robert Buxton on 03/28/2019 07:27:47

*** 03/28/2019 07:27:51 ***
20190328_101220.jpg added by Robert Buxton on 03/28/2019 07:27:49

*** 03/28/2019 07:55:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/28/2019 07:58:41 and created by Jesse Lancaster ***
1: If the vehicle is still under factory powertrain warranty, Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel

pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

2: Your dealer is a DSA (A) status dealer and do not require PWA approval to replace the engine Long Block.

*** Service Alert Escalated to CA as: 13105071 on 03/29/2019 01:06:32 (PST)

*** Case has been auto closed by the system on 04/13/2019 01:13:11 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,237

Prod Date: 09/27/2014 **Warranty Start Date:** 11/21/2014

Dealer/Contact Data:

Dealer: NJ057 Gateway Kia of North Brunswick

Phone: 7323256100 **FAX:** 7325146582

Contact: Cristian Minsal **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: Engine - No Start # cranks

Symptom: No Start **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine was at fault, we

Case History

*** 03/28/2019 11:58:10 ***
Contact = Cristian Minsal, Priority = Standard, Sub Status = Dispatched

*** 03/28/2019 11:58:10 ***
Web - Problem Description created on 03/28/2019 11:58:10 and created by Cristian Minsal
Vehicle does not start, was told that engine is seized.

*** 03/28/2019 11:58:10 ***
Web - Diagnostics created on 03/28/2019 11:58:10 and created by Cristian Minsal
Battery is dead , we replaced the battery. Vehicle now cranks but no start. I checked for spark and we have spark. I also tried spraying starting fluid into throttle body to see if vehicle will start and still nothing.

*** 03/28/2019 12:26:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/28/2019 12:30:25 and created by Greg Phillips ***
1: How does it sound as it cranks, is it slow, does it skip, does it spin quickly like there is no resistance at all? Have you removed the plugs and performed a compression check on it? Have you tested the fuel and made sure it isn't contaminated?

*** 03/28/2019 12:42:36 ***
Web - Note created on 03/28/2019 12:42:35 and created by Cristian Minsal
I have attached a video of the engine cranking. The fuel pressure gauge is reading 65 while cranking.

*** 03/28/2019 12:43:42 ***
20190328_153852.mp4 added by Cristian Minsal on 03/28/2019 12:42:36

*** 03/28/2019 12:44:57 ***
Web - Note created on 03/28/2019 12:44:57 and created by Cristian Minsal
The cranking sounds normal, it sounds like vehicle wants to start.

*** 03/28/2019 13:24:50 ***
Web - Note created on 03/28/2019 13:24:50 and created by Cristian Minsal
I just checked the fuel and fuel is not contaminated

*** Web - Advice created on 03/28/2019 13:42:08 and created by Greg Phillips ***
1: Cristian, that doesn't sound right to me. It seems slow and you've got a screeching noise every time it almost fires. Is there any metal in the oil or the OCVs? If you take the belt off, does it crank any better? With the belt off, if you try to turn it by the crank bolt, does it feel like it is turning freely?

*** Service Alert Escalated to CA as: 13105040 on 03/29/2019 01:06:32 (PST)

*** 03/29/2019 05:03:09 ***
Web - Note created on 03/29/2019 05:03:09 and created by Cristian Minsal
There is metal on OCV , and on the cams in the valve train. I have attached pictures of my concern.

*** 03/29/2019 05:03:11 ***
155386061153720964910 90.jpg added by Cristian Minsal on 03/29/2019 05:03:10

*** 03/29/2019 05:03:12 ***
155386077150812312623 97.jpg added by Cristian Minsal on 03/29/2019 05:03:11

*** 03/29/2019 05:03:14 ***
155386091586116454915 61.jpg added by Cristian Minsal on 03/29/2019 05:03:12

*** Phone - Advice created on 04/01/2019 05:46:00 and created by Steven Okimura ***
1: Tech called in for an update, after reviewing the attachments advised we are forwarding this case to their DPSM for review.
<For Internal Use Only
Case reviewed with team leader, attachments shows signs of the metal contamination being added to the OCV solenoid after removal.>

*** 04/01/2019 11:41:58 ***
engine pan 1.jpg added by Patrick Ehrhart on 04/01/2019 11:41:55

*** 04/01/2019 11:42:46 ***
engine pan 2.jpg added by Patrick Ehrhart on 04/01/2019 11:42:44

*** 04/01/2019 11:43:24 ***
Web - Note created on 04/01/2019 11:43:23 and created by Patrick Ehrhart
pictures of oil pan removed showing a lot of metal in pan as requested by dpsm

*** Web - Advice created on 04/01/2019 13:35:48 and created by Greg Phillips ***
1: Thanks. We have reviewed your photos, and your DPSM's photos. If you have verified no signs of neglect, the engine has not sustained any external impact, it is not a used or junk yard motor, and the warranty is still valid according to Web DCS, please refer to warranty bulletin 2015-09 and attach the core data sheet WRTY143. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this case. Be sure you are using the latest core data sheet, updated on 11-1-16.

*** 04/02/2019 05:16:00 ***
Web - Note created on 04/02/2019 05:16:00 and created by Cristian Minsal
I have attached the Wrty143 form

*** 04/02/2019 05:16:02 ***
155420710080258961690 6.jpg added by Cristian Minsal on 04/02/2019 05:16:00

*** 04/02/2019 07:06:04 ***
PWA Case 13109564 created by Greg Phillips

*** Web - Advice created on 04/02/2019 07:07:10 and created by Greg Phillips ***

1: I have generated a PWA case, 13109564, for you. If this has valid warranty, please validate the vehicle warranty, in the new PWA case, so the PWA can be approved. Then please close this case and fill out the survey.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures, after you validate the warranty in the new PWA case and receive approval. Replace the engine with a long block, if available, and follow PS539. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 04/04/2019 11:00:27 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Engine was at fault, we ordered the engine

*** 05/09/2019 07:14:30 ***
Case Number: XXXXXXXX Reopen Requested by Cristian Minsal.
Reason: [during engine replacement, I found rear cylinder head bank1 to have a blown head gasket. Pistons were filled with coolant. I checked cylinder head with straight edge and feeler gauge. Cylinder head is reading .2mm. With straight you can visually see light coming thru the gap]

*** 05/09/2019 07:28:42 ***
Reopen Denied by Greg Phillips
Reason: Thanks for the information. Please see the Service Policies and Procedures Manual on Kdealer > fixed ops. And also review PS539 for additional parts replacement information.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,508

Prod Date: 06/13/2018 **Warranty Start Date:** 07/01/2018

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Aubrey Dawkins JR **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: MIL - PCM # P0300 P0301 P0303 P0305

Symptom: Misfire **DTC:** P0117, P0300, P0301, P0303,

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/28/2019 15:02:37 ***
Contact = Aubrey Dawkins, Priority = Standard, Sub Status = Dispatched

*** 03/28/2019 15:02:37 ***
Web - Problem Description created on 03/28/2019 14:55:27 and created by Aubrey Dawkins
CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND VEHICLE IS HARD TO START. VEHICLE OVER HEATED AND STALLED

*** 03/28/2019 15:02:37 ***
Web - Diagnostics created on 03/28/2019 14:55:27 and created by Aubrey Dawkins
1) CONFIRMED CEL ON, CODES P030100, P030300,P030500, PO11700. 2) NOTE SMOKE COMING FROM TAIL PIPE (WHITE IN COLOR). 3) PERFORMED A COOLANT FAN ACTUATION TEST (FAN BLADE MOVES). 4) REMOVE ALL SPARK PLUGS (FOUND CYLINDER NUMBER 3 AND 5 ARE WET). 5) COOLANT SYSTEM IS LOW (ADD 1 GALLON OF WATER). 6) PRESSURE TEST COOLANT SYSTEM (COOLANT IS COMING OUT CYLINDERS 1, 3,) NOTE NO EXTERNAL LEAKS OR DAMAGE AND SIGN OF COOLANT STAINS.

*** 03/28/2019 15:04:26 ***
Web - Note created on 03/28/2019 15:04:26 and created by Aubrey Dawkins
I WILL SEND A VIDEO ON COOLANT COMING OUT SPARK HOLE.

*** 03/28/2019 15:39:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/28/2019 15:40:35 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** 03/28/2019 15:42:17 ***
20190328_183434.mp4 added by Aubrey Dawkins on 03/28/2019 15:40:16

*** 03/28/2019 15:45:15 ***
Web - Note created on 03/28/2019 15:45:14 and created by Aubrey Dawkins
please look at my notes and pleas look at the video

*** 03/28/2019 15:46:26 ***
Web - Note created on 03/28/2019 15:46:26 and created by Aubrey Dawkins
note tech line is is a 2019 sorento.

*** Web - Advice created on 03/28/2019 16:18:54 and created by Eric Patterson ***
1: Sorry, I missed that part.
2: Please obtain authorization to remove the cylinder head. Please be aware the head bolts may be stripped from the block threads. When the cams are removed please try and torque the head bolts around # 1 and # 3 cylinders. Please add a picture to the case of the stripped threads on the head bolts if that does happen. If the head bolts hold 70-80 ft lbs without turning, then the heads and or gasket can be replaced.

*** 03/28/2019 16:25:23 ***
Web - Note created on 03/28/2019 16:25:23 and created by Aubrey Dawkins
thank you for your feedback, will let you know.

*** Web - Advice created on 03/28/2019 16:27:41 and created by Eric Patterson ***
1: No problem.

*** 04/01/2019 10:16:47 ***
Web - Note created on 04/01/2019 10:16:47 and created by Aubrey Dawkins
note tech line: the head bolts are tight not stripped on right bank, we do have coolant in crank cases.

*** 04/01/2019 10:27:07 ***
Web - Note created on 04/01/2019 10:27:07 and created by Aubrey Dawkins
note do have head off yet.

*** Web - Advice created on 04/01/2019 10:31:19 and created by Eric Patterson ***
1: Thank you for the video. Looks like the head or the block is warped. If there is coolant mixed with the engine oil and its milky, I would recommend replacing the engine.
2: Please add the WRTY 143 Engine Core form to the case.

*** 04/01/2019 15:26:43 ***
20190401_152029.mp4 added by Aubrey Dawkins on 04/01/2019 15:25:59

*** 04/01/2019 15:29:53 ***
Web - Note created on 04/01/2019 15:29:52 and created by Aubrey Dawkins
Send you video before cleaning for inspection.

*** Web - Advice created on 04/01/2019 16:24:52 and created by Eric Patterson ***
1: Perfect. Thank you. I see the track marks between the cylinders. please strait edge the block and the heads. If they are defective please add the measurement values and the PWA form to the case TY again

*** 04/01/2019 16:41:56 ***
Web - Note created on 04/01/2019 16:41:56 and created by Aubrey Dawkins
head assy is (.010 in) block is (.003 in).

*** 04/01/2019 16:42:28 ***
Web - Note created on 04/01/2019 16:42:28 and created by Aubrey Dawkins
i wiil send you a pwa form

*** 04/01/2019 16:57:56 ***
1554163032892150833659.jpg added by Aubrey Dawkins on 04/01/2019 16:57:54

*** 04/01/2019 16:58:50 ***
Web - Note created on 04/01/2019 16:58:50 and created by Aubrey Dawkins
Send pwa form

*** Web - Advice created on 04/02/2019 08:23:50 and created by Eric Patterson ***
1: Thank you for the measurement and the PWA form.
2: I will create the PWA case for you now.

*** 04/02/2019 08:27:15 ***
PWA Case 13109743 created by Eric Patterson

*** Web - Advice created on 04/02/2019 08:33:42 and created by Eric Patterson ***
1: Your PWA case Number is # 13109743

Please order the short block and new cylinder heads. I would recon=mend new CVVT's and oil pump and water pump due to the overheating and fluid mixture. And new cylinder heads. If there is a long block available I would recommend that.
2: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please call in for questions or send a reopen request to open this case. Thanks

*** 04/02/2019 08:33:46 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,389

Prod Date: 03/11/2013 **Warranty Start Date:** 04/30/2013

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: Jose Pool **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 03/29/2019 09:05:04 ***
Contact = Jose Pool, Priority = Standard, Sub Status = Dispatched

*** 03/29/2019 09:05:05 ***
Web - Problem Description created on 03/29/2019 09:05:05 and created by Jose Pool
cust states vehicle overheated and temp guage went to red

*** 03/29/2019 09:05:05 ***
Web - Diagnostics created on 03/29/2019 09:05:05 and created by Jose Pool
upon arrival i inspected customer concern and found no coolant present in engine or radiator i found it all leaked out of the coolant plastic pipe bolted on head and hoses i advised customer to start we need to replace where coolant leaked out from i replaced the plastic coolant pipe and radiator hoses afterwards i topped off coolant and bled system during road test i found engine to overheat i advised customer and serice advisor about problem and was advised vehicle is under powertrain let me know any steps to get engine approved thanks

*** 03/29/2019 09:39:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/29/2019 09:43:50 and created by Jerry Gossling ***
1: Jose,
Thank you for the information. Please move the cam assemblies out of the way so you can access the cylinder head bolts. Next use a torque wrench to see if all the head bolts will retain a 60 FT LBS or torque.
Thank you

*** 03/29/2019 09:54:36 ***
Web - Note created on 03/29/2019 09:54:35 and created by Jose Pool
ok will do thanks

*** 03/29/2019 09:54:41 ***
Web - Note created on 03/29/2019 09:54:41 and created by Jose Pool

ok will do thanks

*** Web - Advice created on 03/29/2019 10:14:16 and created by Jerry Gossling ***
1: Thank you

*** 03/29/2019 13:53:25 ***
Web - Note created on 03/29/2019 13:53:25 and created by Jose Pool
ok i was able to torque down head bolts to 60 ft lbs

*** Phone - Advice created on 03/29/2019 14:44:37 and created by Douglass McKay ***
1: Tech called in stated that the engine is still overheating and bubbling out of the radiator, I advised him to perform a block leak check and attach a video to this case for review.

*** 04/01/2019 11:45:49 ***
Web - Note created on 04/01/2019 11:45:48 and created by Jose Pool
good morning i perfromed a block test and at this time and will not change color i drained oil however and coolant is definately present any other advise please

*** 04/01/2019 11:45:57 ***
Web - Note created on 04/01/2019 11:45:57 and created by Jose Pool
thanks

*** Web - Advice created on 04/01/2019 12:47:07 and created by Jerry Gossling ***
1: Jose,
Thank you for the information.
NOTE, are you sure you checked all the head bolts?
Did any of the head bolts not hold a 60 FT LBS.
Thank you

*** 04/01/2019 13:34:23 ***
Web - Note created on 04/01/2019 13:34:23 and created by Jose Pool
yes all bolts held 60 ft lbs easily and i think bolts stretched

*** Web - Advice created on 04/02/2019 04:40:12 and created by Jerry Gossling ***
1: Jose,
Thank you for the information. Please see if the bolts will maintain a 80 FT LBS of torque.
Thank you

*** 04/02/2019 11:20:31 ***
Web - Note created on 04/02/2019 11:20:31 and created by Jose Pool
may i ask what this test does?

*** 04/02/2019 11:20:46 ***
Web - Note created on 04/02/2019 11:20:46 and created by Jose Pool
test is for

*** Web - Advice created on 04/02/2019 13:31:56 and created by Jerry Gossling ***
1: Jose,
I need to make sure the head bolts holes have not pulled out.
This can be an issue on the 3.3 liter.
Thank you

*** 04/02/2019 15:10:23 ***
Web - Note created on 04/02/2019 15:10:23 and created by Jose Pool
is this condition still covered under warranty because im not getting paid to perform these inspection

*** Web - Advice created on 04/03/2019 05:02:21 and created by Jerry Gossling ***
1: Jose,
When you open a PWA case you are asked to validate the warranty to ensure the vehicle is still covered. If you are not sure the if the vehicle is covered under warranty you need to have the service advisor check to see if the vehicle still has drive train

warranty.

If you are not sure your going to be paid for these test you need to request prior authorization from your DPSM before performing the test. This is something I would personally do when I still worked in the field.
Thank you

*** 04/03/2019 08:30:06 ***
Web - Note created on 04/03/2019 08:30:06 and created by Jose Pool
yes it does sir

*** 04/03/2019 08:31:53 ***
Web - Note created on 04/03/2019 08:31:53 and created by Jose Pool
ok thanks for the advice on labor for these teardowns

*** Web - Advice created on 04/03/2019 09:59:44 and created by Jerry Gossling ***
1: Jose,
Please keep the case updated.
Thank you

*** 04/03/2019 14:07:47 ***
Web - Note created on 04/03/2019 14:07:47 and created by Jose Pool
head bolts will not turn anymore

*** 04/03/2019 14:09:29 ***
Web - Note created on 04/03/2019 14:09:29 and created by Jose Pool
advisor is on me about vehicle as well

*** 04/03/2019 14:35:12 ***
Web - Note created on 04/03/2019 14:35:12 and created by Jose Pool
anything else?

*** 04/03/2019 15:21:36 ***
Web - Note created on 04/03/2019 15:21:36 and created by Jose Pool
also vehicle still loosing coolant and no external leaks when drained engine oil found coolant present

*** Web - Advice created on 04/04/2019 04:46:45 and created by Jerry Gossling ***
1: Jose,
I recommend to request authorization from your DPSM to remove the cylinder heads off of the engine for inspection. Inspect the cylinder heads & block for warpage with a straight edge per the guide lines listed in the shop manual.
Thank you

*** 04/04/2019 08:10:28 ***
Web - Note created on 04/04/2019 08:10:28 and created by Jose Pool
ok thanks jerry

*** Web - Advice created on 04/04/2019 08:52:50 and created by Jerry Gossling ***
1: Your welcome.

*** 04/05/2019 15:47:35 ***
Web - Note created on 04/05/2019 15:47:35 and created by Jose Pool
ok i have gotten approval by dpsm to inspected warpage on engine block and did not pass test at this time vehicle will need an engine replacement and heads do not recommend reuse of any old parts

*** 04/05/2019 15:48:21 ***
Web - Note created on 04/05/2019 15:48:21 and created by Jose Pool
thanks againg jerry

*** Web - Advice created on 04/08/2019 04:35:02 and created by Jerry Gossling ***
1: Jose,
Thank you for the information. Please list the actual readings of the cylinder block deck and of the cylinder heads.

Thank you

*** 04/08/2019 13:19:16 ***
Web - Note created on 04/08/2019 13:19:16 and created by Jose Pool
cylinder block and head are more than .051 mm clearance and per specs on kgis warpage is present

*** Web - Advice created on 04/09/2019 04:30:39 and created by Jerry Gossling ***
1: Jose,
Thank you for the update. Based off of your provided information I recommend to replace the engine. Please provide a completely filled out WRTY 143 PWA form so I can proceed with prior warranty authorization.
Thank you

*** 04/11/2019 10:30:32 ***
155500380227740783O886.jpg added by Jose Pool on 04/11/2019 10:30:29

*** 04/11/2019 10:32:38 ***
Web - Note created on 04/11/2019 10:32:38 and created by Jose Pool
ok i have uploaded a 143 form for this vehicle sorry for the delay please let me know when it is reviewed

*** Web - Advice created on 04/11/2019 10:48:20 and created by Jerry Gossling ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 04/11/2019 10:48:26 ***
PWA has been authorized by Jerry Gossling

*** 04/11/2019 10:48:26 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,877

Prod Date: 05/01/2013 **Warranty Start Date:** 06/25/2013

Dealer/Contact Data:

Dealer: CA294 Winn Kia of Dublin

Phone: 9254521000 **FAX:** 9254521094

Contact: Anatoliy Pishenin **Contact Title:** Shop Foreman **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/29/2019 10:21:36 ***
Contact = Anatoliy Pishenin, Priority = Standard, Sub Status = Dispatched

*** 01/29/2019 10:21:36 ***
Web - Problem Description created on 01/29/2019 10:21:36 and created by Anatoliy Pishenin
customer reports vehicle overheated while driving ticking noise from engine

*** 01/29/2019 10:21:36 ***
Web - Diagnostics created on 01/29/2019 10:21:36 and created by Anatoliy Pishenin
confirmed customer concern, vehicle had no coolant in reservoir and when started vehicle could smell coolant coming from exhaust. upon further inspection found front cover and bank 1 headgasket have coolant seaping. when engine starter could hear light rod knock but very faint.
performed leak down test on cyl 1 85% and could hear whistling coming out of the coolant radiator fill point. coolant inside looks very mercy(contaminated with oil)
when checked the waterpump pulley was able to wiggle it around significantly more then it should be.
please see picture of front cover.
please advise on how to proceed next.
Reccomend head gaskets and water pump and tear apart tear apart make sure heads not cracked? or perform short block also?

*** 01/29/2019 10:22:38 ***
20190129_093135.jpg added by Anatoliy Pishenin on 01/29/2019 10:22:37

*** 01/29/2019 11:00:23 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin default

*** Web - Advice created on 01/29/2019 11:02:40 and created by Frank Lusic ***
1: Anatoliy hello

There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts,

Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced Please report your findings

*** Case has been auto closed by the system on 03/01/2019 01:09:26 (PST)
*** 03/13/2019 07:24:16 ***
Case Number: XXXXXXXX Reopen Requested by Anatoliy Pishenin.
Reason: [upon further inspection as per request in this case, got to the headbolts and the threads are puled out of the block, opened a pwa case for short block replacement but the case was shut down stating that i need to reopen this one,
i am sorry i was under the impression that pwa cases are separate from repair assastance,
requesting reopen to get aproval to replace the shortblock due to headbolts pulling the threads out of the shortblock, please see attached picture]

*** 03/13/2019 09:28:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/13/2019 09:28:36 and created by Frank Lusic ***
1: Based on the information that you have provided the engine will need to be replaced, for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** Service Alert Escalated to CA as: 13085233 on 03/14/2019 01:06:47 (PST)

*** Case has been auto closed by the system on 03/29/2019 01:11:49 (PST)
*** 03/29/2019 08:06:23 ***
Case Number: XXXXXXXX Reopen Requested by Anatoliy Pishenin.
Reason: [trying to upload the wrty143 form for short block authorization as requested. was on vaction]

*** 03/29/2019 08:46:49 ***
Reopened with Sub Status of Working

*** 04/01/2019 09:02:07 ***
Web - Note created on 04/01/2019 09:02:06 and created by Anatoliy Pishenin
Please see attached wrty143

*** 04/01/2019 09:02:10 ***
20190329_080429.jpg added by Anatoliy Pishenin on 04/01/2019 09:02:07

*** Web - Advice created on 04/01/2019 09:39:58 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 04/01/2019 09:40:23 ***
PWA Case created for RA Case 13028455 by Frank Lusic

*** 04/03/2019 14:39:02 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,891

Prod Date: 07/15/2013 **Warranty Start Date:** 12/21/2013

Dealer/Contact Data:

Dealer: AL024 University Kia

Phone: 2562171700 **FAX:** 2562171552

Contact: Ted Williams **Contact Title:** Service Consultant **Service District:** SO09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/17/2019 13:56:17 ***
Contact = Ted Williams, Priority = Standard, Sub Status = Dispatched

*** 04/17/2019 13:56:17 ***
Web - Problem Description created on 04/17/2019 13:17:24 and created by Ted Williams
constant overheat/loss of coolant

*** 04/17/2019 13:56:18 ***
Web - Diagnostics created on 04/17/2019 13:17:25 and created by Ted Williams
topped off coolant from a previous shop repair.... pressure test coolant system... held pressure no drippings or visible leaks. bled system.
vehicle returns low on coolant and overheating. noticed visible white smoke from exhaust. 90% sure head gasket is blown. possible warped heads due to overheatingat least twice.

*** 04/17/2019 14:28:45 ***
Web - Note created on 04/17/2019 14:28:45 and created by Ted Williams
raised vehicle in air head gasket is leaking while running.....have verified that the head gasket is blown

*** 04/17/2019 14:37:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/17/2019 14:39:15 and created by Mike Ozonur ***
1: please perform block test
2: Please provide a picture of the leak area
3: please provide a picture of the valve train, thanks

*** 04/17/2019 15:08:01 ***
20190417_163316.mp4 added by Ted Williams on 04/17/2019 15:06:18

*** 04/17/2019 15:10:49 ***

Web - Note created on 04/17/2019 15:10:49 and created by Ted Williams
Sent video attachment

*** Web - Advice created on 04/17/2019 15:50:33 and created by Mike Ozonur ***
1: please perform block test
2: please provide a picture of the valve train`
3: Please torque the cylinder head bolts to 85ftlbs see if they tighten or spin

*** Case has been auto closed by the system on 05/03/2019 01:06:46 (PST)
*** 05/03/2019 10:22:47 ***
Case Number: XXXXXXXX Reopen Requested by Ted Williams.
Reason: [have test and pictures to send]

*** 05/03/2019 16:12:15 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/03/2019 16:12:50 and created by Mike Ozonur ***
1: Hi Ted please update the case once you attaché the pictures.

*** 05/07/2019 07:48:07 ***
20190507_094404.mp4 added by Ted Williams on 05/07/2019 07:47:14

*** 05/07/2019 07:49:28 ***
Web - Note created on 05/07/2019 07:49:28 and created by Ted Williams
sent video of valvetrain.. and results of block test...head bolts rear head did move past 85ftlbs

*** Web - Advice created on 05/07/2019 10:01:10 and created by Mike Ozonur ***
1: did they tighten or they spun and stripped ?

*** 05/07/2019 10:29:20 ***
Web - Note created on 05/07/2019 10:29:20 and created by Ted Williams
if i keep tightening they will strip... has that feel to it as if it will not tighten completely

*** Web - Advice created on 05/07/2019 14:07:09 and created by Mike Ozonur ***
1: Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 05/10/2019 08:19:19 ***
Web - Note created on 05/10/2019 08:19:19 and created by Ted Williams
confused.....if the head gasket is blown to where the coolant comes out the rear as seen in video and i take the block test as requested along with spinning the head bolts which clearly shows there stripped and she has every oil change record since purchase and i sent a video of the front valve train to verify. then we have more than enough for a PWA. i have alot more work than just this one vehicle and cannot tie up a bay for the next 2wks then have to wait for a motor for another week or 2 to 3. ..this isnt typical protocol and isnt warranted i gave enough legitimate proof already.

*** Web - Advice created on 05/10/2019 09:32:22 and created by Mike Ozonur ***
1: remove the cylinder heads and attach a picture of the head bolts showing the stripped threads and measure the cylinder head surface for flatness and check see if they are reusable

*** Case has been auto closed by the system on 05/26/2019 01:07:46 (PST)
*** 06/20/2019 13:40:05 ***
Case Number: XXXXXXXX Reopen Requested by Ted Williams.
Reason: [removed engine from vehicle and need to send video of rear head bolts stripped out]

*** 06/21/2019 05:21:20 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/21/2019 05:24:01 and created by Rob Levy ***

1: Please attach the video of the stripped head bolts. Thank you

*** 06/21/2019 05:24:20 ***
Assigned to WIPBin Default of Mike Ozonur by Rob Levy
Reason:

*** 06/21/2019 08:56:33 ***
20190621_105012.mp4 added by Ted Williams on 06/21/2019 08:55:08

*** 06/21/2019 08:57:27 ***
Web - Note created on 06/21/2019 08:57:27 and created by Ted Williams
submitted video head bolts stripped out

*** Web - Advice created on 06/22/2019 06:47:01 and created by Mike Ozonur ***
1: the video shows that the engine has been removed already, since you have already removed the engine, please contact your DPSM for approval,
2: also is the customer the original owner of the vehicle

*** 06/28/2019 11:03:09 ***
Web - Note created on 06/28/2019 11:03:09 and created by Ted Williams
obtained pwa for warranty authorization to install motor... thank you.

*** Web - Advice created on 06/28/2019 12:37:03 and created by Mike Ozonur ***
1: great thanks Ted,
please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 07/05/2019 06:36:18 ***
Web - Note created on 07/05/2019 06:36:18 and created by David Hooton
trying to add attachment and it will not load.

*** 07/05/2019 07:24:36 ***
Web - Note created on 07/05/2019 07:24:36 and created by David Hooton
finally attached

*** 07/05/2019 07:24:36 ***
SKM_28719070314480.pdf added by David Hooton on 07/05/2019 07:24:36

*** Web - Advice created on 07/05/2019 08:06:29 and created by Mike Ozonur ***
1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, if a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/05/2019 08:06:41 ***
PWA has been authorized by Mike Ozonur

*** 07/05/2019 08:06:41 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,962

Prod Date: 03/26/2013 **Warranty Start Date:** 05/19/2013

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Julio Bran **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 04/17/2019 14:18:16 ***
Contact = Julio Bran, Priority = Standard, Sub Status = Dispatched

*** 04/17/2019 14:18:17 ***
Web - Problem Description created on 04/17/2019 14:18:17 and created by Julio Bran
customer states coolant leaking and temp got to H

*** 04/17/2019 14:18:17 ***
Web - Diagnostics created on 04/17/2019 14:18:17 and created by Julio Bran
check for coolant leak notice the leak coming form the bank 2 head gasket using a coolant pressure tester after a while the leak was coming from the head gasket

*** 04/17/2019 14:41:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/17/2019 14:42:41 and created by Eric Patterson ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
2: Please attach pictures to the case of the stripped head bolts if they will not hold torque. Thank you

*** Web - Advice created on 04/29/2019 09:50:36 and created by Rob Levy ***
1: Do you have any update on this case?

*** Case has been auto closed by the system on 05/15/2019 01:10:52 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 14,816

Prod Date: 06/13/2018 **Warranty Start Date:** 07/06/2018

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Woodson **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/15/2019 08:46:01 ***
Contact = Michael Woodson, Priority = Standard, Sub Status = Dispatched

*** 04/15/2019 08:46:01 ***
Web - Problem Description created on 04/15/2019 08:46:01 and created by Michael Woodson
C/S CEL CAME ON AND CAR STARTED OVERHEATING

*** 04/15/2019 08:46:01 ***
Web - Diagnostics created on 04/15/2019 08:46:01 and created by Michael Woodson
TECH FOUND BUBBLES IN THE OVERFLOW TANK
FAILED HEAD GASKET LEAK TESTER
CAR DOES SMOKE UPON RUNNING
CYLINDER 3 AND 5 MISFIRE
HEAD GASKET SET IS ON NATIONWIDE BACK ORDER
LONG BLOCK IS AVAILABLE

WHAT IS YOUR RECOMMENDATION?

*** 04/15/2019 09:11:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/15/2019 09:14:09 and created by Frank Lusic ***
1: Hello Michael
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond speciation's Please report your findings

*** 04/18/2019 05:31:17 ***

Web - Note created on 04/18/2019 05:31:17 and created by Michael Woodson
found cyl 3 bolts loose
attempted to torque------3 bolts torqued/1 bolt keeps spinning and will not torque
attached video and wrty143
I owe you....saved my ass ....thank you

*** 04/18/2019 05:32:11 ***
IMG_4847[1].MOV added by Michael Woodson on 04/18/2019 05:31:18

*** 04/18/2019 05:32:14 ***
IMG_4848[1].JPG added by Michael Woodson on 04/18/2019 05:32:11

*** Web - Advice created on 04/18/2019 06:57:27 and created by Frank Lusic ***
1: I am glad I was able to help
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 04/18/2019 06:58:22 ***
PWA Case created for RA Case 13127363 by Frank Lusic

*** 04/18/2019 09:29:51 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,082

Prod Date: 07/22/2013 **Warranty Start Date:** 09/28/2013

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441 **FAX:** 4323325208

Contact: Milton Williams **Contact Title:** Shop Foreman **Service District:** SW09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/18/2019 08:54:25 ***
Contact = Milton Williams, Priority = Standard, Sub Status = Dispatched

*** 04/18/2019 08:54:26 ***
Web - Problem Description created on 04/18/2019 08:54:26 and created by Milton Williams
Overheated-towed in-oil in coolant

*** 04/18/2019 08:54:26 ***
Web - Diagnostics created on 04/18/2019 08:54:26 and created by Milton Williams
Compression blowing out top of radiator, severe miss, appears head gaskets(both) been leaking for a long time... Will attach videos & pics shortly ... We do not have history on this vehicle at our dealership, I've requested & received full maintenance history & records(DPSM has reviewed them also)

*** 04/18/2019 09:03:27 ***
20190418_105813.mp4 added by Milton Williams on 04/18/2019 09:02:41

*** 04/18/2019 09:03:28 ***
1555603224126-296143258.jpg added by Milton Williams on 04/18/2019 09:03:27

*** 04/18/2019 09:05:00 ***
1555603432363-1542835170.jpg added by Milton Williams on 04/18/2019 09:04:58

*** 04/18/2019 09:14:52 ***
Web - Note created on 04/18/2019 09:14:51 and created by Milton Williams
Core data form & video'so & pics attached

*** 04/18/2019 09:14:54 ***
1555603930441-670314682.jpg added by Milton Williams on 04/18/2019 09:14:52

*** 04/18/2019 09:14:56 ***

15556039762091870525119.jpg added by Milton Williams on 04/18/2019 09:14:54

*** 04/18/2019 09:18:35 ***
Web - Note created on 04/18/2019 09:18:34 and created by Milton Williams
TY!!!! Can call me at 9288979243

*** 04/18/2019 09:31:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/18/2019 09:35:10 and created by Frank Lusic ***
1: Hello Milton
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** Web - Advice created on 04/18/2019 09:44:47 and created by Michael Goldwasser ***
1: Milt called in to discuss this case. Advised him to get another video of the engine knock from the oil pan with the radiator cap on and attach it to this case for review.

*** 04/18/2019 09:48:00 ***
Web - Note created on 04/18/2019 09:48:00 and created by Milton Williams
Lower end noise att7

*** 04/18/2019 09:48:37 ***
20190418_114543.mp4 added by Milton Williams on 04/18/2019 09:48:00

*** Web - Advice created on 04/18/2019 10:10:40 and created by Frank Lusic ***
1: Thank you
If you have not done so already, Please remove the valve cover and take a VIDEO of the COMPLETE valve train area that includes the VIN then attach it to this case . Then add a case note so I will be made aware that they are there.
ONLY IF THERE IS ANY INDICATION that there is lack of maintenance (oil jell) in the engine then,
Please obtain the service records from the customer, Then attach them to the case and add a case note to the file so I will be made aware that they are there, Thank you

*** 04/22/2019 08:21:43 ***
1555946354767-1552361162.jpg added by Milton Williams on 04/22/2019 08:21:40

*** 04/22/2019 08:21:58 ***
20190422_101945.mp4 added by Milton Williams on 04/22/2019 08:21:43

*** 04/22/2019 08:23:10 ***
Web - Note created on 04/22/2019 08:23:10 and created by Milton Williams
Pic & video of valve train attached... TY

*** Web - Advice created on 04/22/2019 08:29:17 and created by Frank Lusic ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
You will NOT be using a QQK part number
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/22/2019 08:29:24 ***
PWA has been authorized by Frank Lusic

*** 04/22/2019 08:29:24 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,782

Prod Date: 04/23/2013 **Warranty Start Date:** 09/16/2013

Dealer/Contact Data:

Dealer: NH017 Dan O'Brien Kia North Hampton

Phone: 6037583180 **FAX:** 6037583181

Contact: Alexander Blanchette **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: closed, head torque ok denied

Case History

*** 04/20/2019 12:44:57 ***
Contact = Alexander Blanchette, Priority = Standard, Sub Status = Dispatched

*** 04/20/2019 12:44:57 ***
Web - Problem Description created on 04/20/2019 12:38:58 and created by Alexander Blanchette
diagnosed vehicle with a bad head gasket on bank 2

*** 04/20/2019 12:44:57 ***
Web - Diagnostics created on 04/20/2019 12:44:57 and created by Siebel eSupport
vehicle towed in due to noise coming from engine bay. found vehicle misfiring on cylinder 6. pulled cylinder 6 plug and found it soaked with coolant. under further inspection of engine bay, i found that the coolant reservoir was empty, radiator was very low, if not empty, and coolant is covering the side and back of bank 2.

*** 04/20/2019 12:48:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/20/2019 12:50:01 and created by Eric Patterson ***
1: Please add a video showing the head gaskets leaking.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Service Alert Escalated to CA as: 13136644 on 04/21/2019 01:03:11 (PST)

*** 04/25/2019 14:06:08 ***
Web - Note created on 04/25/2019 14:06:08 and created by Alexander Blanchette
updated with videos

*** 04/25/2019 14:06:13 ***
IMG_2635.MOV added by Alexander Blanchette on 04/25/2019 14:06:09

*** 04/25/2019 14:06:14 ***
IMG_2636.MOV added by Alexander Blanchette on 04/25/2019 14:06:13

*** 04/25/2019 14:06:19 ***
IMG_2634.MOV added by Alexander Blanchette on 04/25/2019 14:06:14

*** Web - Advice created on 04/26/2019 10:16:26 and created by Eric Patterson ***
1: Thank you, please continue with the head bolt inspection procedure.

*** 04/30/2019 12:54:44 ***
Web - Note created on 04/30/2019 12:54:44 and created by Alexander Blanchette
verified torque on head bolts. all bolts are still torqued to spec.

*** Web - Advice created on 04/30/2019 15:44:32 and created by Eric Patterson ***
1: Thank you, please remove the heads and check for warpage, if they are warped they will need replaced.
Please obtain DPSM approval to remove the heads.

*** Web - Advice created on 04/30/2019 15:45:11 and created by Eric Patterson ***
1: We will not actually need this PWA case then, Please next time open a repair assistance case.

*** 05/03/2019 05:29:36 ***
Web - Note created on 05/03/2019 05:29:36 and created by Alexander Blanchette
do you want me to remove both the heads or just the problem head?

*** Web - Advice created on 05/03/2019 07:06:38 and created by Eric Patterson ***
1: I would inspect the torque on both heads and replace both head gaskets and inspect both heads. Thank you Alex

*** Case has been auto closed by the system on 05/19/2019 01:07:05 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,032

Prod Date: 10/28/2014 **Warranty Start Date:** 11/29/2014

Dealer/Contact Data:

Dealer: TX098 Community Kia

Phone: 2814213737 **FAX:** 2814217623

Contact: David Pena **Contact Title:** Dual Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/22/2019 09:31:29 ***
Contact = David Pena, Priority = Standard, Sub Status = Dispatched

*** 04/22/2019 09:31:30 ***
Web - Problem Description created on 04/22/2019 09:31:30 and created by David Pena
customer complaint vehicle out of coolant and overheated.

*** 04/22/2019 09:31:30 ***
Web - Diagnostics created on 04/22/2019 09:31:30 and created by David Pena
performed inspection found vehicle no coolant in radiator. added coolant and started vehicle. noticed hoses pressurized right away. oil cap had milky build up, and when attepted to pressurize radiator to test for leaks, it will not hold pressure. but no external leaks. drive belt present, actuated cooling fan normal operation, visually inspected fan connector and found no problems. block test failed. blown head gasket. for possible warranty coverage DPSM requested tech case.

*** 04/22/2019 10:03:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/22/2019 10:07:31 and created by Frank Lusic ***
1: Hello David
1,Is the power train warranty still valid, original owner ?
2, do you need assistance diagnosing this concern?

*** 04/22/2019 12:33:34 ***
Web - Note created on 04/22/2019 12:33:34 and created by David Pena
no assistance needed, and looks like still has power train but headgasket not covered under power train when part was checked on DCS. I only opened case per DPSM request for case.

*** Web - Advice created on 04/22/2019 13:33:29 and created by Frank Lusic ***
1: If the power train warranty is still valid then any engine repair should still be covered
I have seen the threads for the head bolts pull out of the block

let me know if you want to proceed with diagnosis

*** 04/22/2019 14:45:09 ***
Web - Note created on 04/22/2019 14:45:08 and created by David Pena
engine was overheated, will that be covered even if was caused by a component out of warranty?

*** Phone - Advice created on 04/22/2019 14:52:35 and created by Frank Lusic ***
1: I called David
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** Service Alert Escalated to CA as: 13139088 on 04/23/2019 01:06:54 (PST)

*** 05/06/2019 09:14:53 ***
Web - Note created on 05/06/2019 09:14:52 and created by David Pena
got authorization from customer for teardown. will begin teardown for inspection

*** Web - Advice created on 05/06/2019 10:08:35 and created by Frank Lusic ***
1: Thank you, please let me know

*** 05/08/2019 09:53:18 ***
Web - Note created on 05/08/2019 09:53:18 and created by David Pena
performed tear down and found headbolt on bank 2 intake side between cylinders 4 and 6 was loose and when attempting to re torque it doesn't torque

*** Web - Advice created on 05/08/2019 10:23:55 and created by Frank Lusic ***
1: Thank you , based on this information the engine will need to be replaced

I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.
Based on the information that you have provided the engine will need to be replaced
Please refer to PS561

*** 05/08/2019 14:06:03 ***
Web - Note created on 05/08/2019 14:06:03 and created by David Pena
form attached

*** 05/08/2019 14:06:03 ***
M. Baldwin PWA form.pdf added by David Pena on 05/08/2019 14:06:03

*** Web - Advice created on 05/08/2019 14:20:59 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/08/2019 14:21:17 ***
PWA Case 13164984 created by Frank Lusic

*** 05/08/2019 14:21:40 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,238

Prod Date: 03/13/2013 **Warranty Start Date:** 04/30/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Ryan Young **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine Mechanical #

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/22/2019 13:46:55 ***
Contact = Ryan Young, Priority = Standard, Sub Status = Dispatched

*** 04/22/2019 13:46:55 ***
Web - Problem Description created on 04/22/2019 13:46:55 and created by Ryan Young
customer states upon acceleration has a knocking noise coming from vehicle.

*** 04/22/2019 13:46:55 ***
Web - Diagnostics created on 04/22/2019 13:46:55 and created by Ryan Young
confirmed noise present under acceleration (sounds like piston slap). inspected vehicle and found cooling system repairs performed recently (no history of cooling sysyem repair on file). thermostat assembly has been removed and resealed with silicone. radiator was also replaced. checked radiator coolant level and could not see any coolant, added half a gallon of coolant. removed engine oil fill cap and found milky engine oil.

*** 04/22/2019 14:29:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/22/2019 14:44:02 and created by Mike Ozonur ***
1: Please provide a video of the engine noise and the VIN in one continuous video,

*** 04/22/2019 15:35:20 ***
Web - Note created on 04/22/2019 15:35:20 and created by Ryan Young
added 2 photos of oil fill port and fill cap. as you can see there is evidence of a blown head gasket from overheating.
you can hear the abnormal engine tapping/clicking towards the end of the video. noise only audible when engine is under load.
found a service history of 100 miles ago the vehicle was brought in to inspect for a leak and the coolant temperature gauge was high. recommended repairs were declined at that time.

*** 04/22/2019 15:35:22 ***
20190422_152659.jpg added by Ryan Young on 04/22/2019 15:35:20

*** 04/22/2019 15:35:23 ***
20190422_152706.jpg added by Ryan Young on 04/22/2019 15:35:22

*** 04/22/2019 15:35:45 ***
20190422_152426.mp4 added by Ryan Young on 04/22/2019 15:35:23

*** Web - Advice created on 04/22/2019 15:49:13 and created by Mike Ozonur ***
1: Hello Ryan
are the parts installed factory or aftermarket

*** Web - Advice created on 04/22/2019 15:49:32 and created by Mike Ozonur ***
1: is the customer the original owner

*** 04/22/2019 16:02:40 ***
Web - Note created on 04/22/2019 16:02:40 and created by Ryan Young
radiator is a koyorad brand and the thermostat is inside the housing cannot determine brand. no record of vehicle transfer, vehicle still has the powertrain warranty coverage according to the records in front of me. silicone used to reseal thermostat assembly

*** Web - Advice created on 04/23/2019 07:14:13 and created by Mike Ozonur ***
1: does it seem like the vehicle has been in a frontal collision ?
2: Please run a CAR-FAX and attach it to the case thanks Ryan

*** 04/23/2019 08:16:28 ***
Web - Note created on 04/23/2019 08:16:28 and created by Ryan Young
the vehicle was inspected about 100 miles ago for a leaking fluid. it was found to be a coolant leak, and coolant leaks were found in the thermostat assembly from the coolant temp sensor and heater hoses, coolant leaking from radiator. customer also stated that the temperature gauge was very high. customer declined to perform repairs with the dealer and had repairs performed at another shop. after repairs were performed by other shop customer says a noise was present in the the engine area under acceleration.

*** 04/23/2019 10:03:49 ***
Web - Note created on 04/23/2019 10:03:49 and created by Ryan Young
vehicle does not appear to have been in a frontal collision

*** Phone - Advice created on 04/23/2019 11:56:17 and created by Eric Patterson ***
1: Another shop performed some of the repairs and used silicone.

No accident damage found.

Basically since the overheating happened before the other shop repaired the vehicle we will look at the head gaskets themselves. Please look under the vehicle and see if you see leaks from the gaskets.

Please add pictures of the leaks to the case.
2: Then we will need customer to authorize the removal of the valve cover gaskets for the maintenance inspection and the torqueing of the head bolts. Please try and torque them to 80ft lbs, if they spin near the coolant leak please add a picture to the case of the stripped threads on the block.

*** 04/23/2019 17:25:04 ***
Web - Note created on 04/23/2019 17:25:04 and created by Ryan Young
submitted photos of head and block near starter. signs of head leak from that area. video of shop foreman tightening head bolt and it continues to spin

*** 04/23/2019 17:25:07 ***
20190423_121047.jpg added by Ryan Young on 04/23/2019 17:25:05

*** 04/23/2019 17:25:10 ***
20190423_121040.jpg added by Ryan Young on 04/23/2019 17:25:08

*** 04/23/2019 17:25:25 ***
20190423_171244.mp4 added by Ryan Young on 04/23/2019 17:25:10

*** Web - Advice created on 04/24/2019 07:38:00 and created by Mike Ozonur ***
1: Please get authorization from customer or the DPSM to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.
2: Please add the picture of the cylinder head bolts showing the stripped threads on them thanks

*** 04/30/2019 15:51:56 ***
Web - Note created on 04/30/2019 15:51:56 and created by Ryan Young
measured head surface flatness with precision straight edge and feeler gauge and found .050 mm difference in flatness. photo of stripped head bolt attached.

*** 04/30/2019 15:52:01 ***
20190430_154320.jpg added by Ryan Young on 04/30/2019 15:51:57

*** Web - Advice created on 05/01/2019 05:26:26 and created by Mike Ozonur ***
1: Based on information you provided engine has to be replaced. Recommend that you Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
3: if the customer is the original owner of the vehicle please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** 05/02/2019 08:11:09 ***
Web - Note created on 05/02/2019 08:11:09 and created by Ryan Young
attached copy of warranty core data form. vehicle still has 10/100,000 warranty coverage

*** 05/02/2019 08:11:12 ***
20190502_080748.jpg added by Ryan Young on 05/02/2019 08:11:10

*** Web - Advice created on 05/02/2019 11:40:03 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/02/2019 11:41:31 ***
PWA Case 13155714 created by Frank Lusic

*** Web - Advice created on 05/02/2019 11:42:35 and created by Frank Lusic ***
1: Ryan called in and wanted an update, I took ownership of the case to approve it

*** Case has been auto closed by the system on 05/18/2019 01:10:33 (PST)

*** Service Alert Escalated to CA as: 13125212 on 07/25/2019 01:05:23 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,724

Prod Date: 06/24/2014 **Warranty Start Date:** 10/21/2014

Dealer/Contact Data:

Dealer: CT006 Crowley Kia

Phone: 8605894444 **FAX:** 8605834813

Contact: Kenneth Blanchette **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 04/16/2019 05:57:01 ***
Contact = Kenneth Blanchette, Priority = Standard, Sub Status = Dispatched

*** 04/16/2019 05:57:01 ***
Web - Problem Description created on 04/16/2019 05:55:46 and created by Kenneth Blanchette
Vehicle came in was over heated several times

*** 04/16/2019 05:57:01 ***
Web - Diagnostics created on 04/16/2019 05:55:46 and created by Kenneth Blanchette
Filled with coolant checked for leaks. While I was warming vehicle up coolant was releasing air bubbles .nonstop.I tried to get a co reading from cooling system with co tester but it kept pushing coolant up.I left preasure tester on over night when started I shad slight misfire on cly 3 and 1.I do see signs of coolant at rear head gasket

*** 04/16/2019 06:39:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/16/2019 06:42:32 and created by Eric Patterson ***
1: Thank you for the information.

Thank you for the information. The mileage and the yr of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
3: Please start around cylinder #3. If the bolt does strip out please add a picture of the threads of the head bolts to the case. Thank you. At that point the block will need replaced. Then the heads will need inspected for warpage.

*** Service Alert Escalated to CA as: 13130964 on 04/17/2019 01:06:59 (PST)

*** 04/20/2019 10:19:29 ***
Web - Note created on 04/20/2019 10:19:29 and created by Kenneth Blanchette
Found heat bolts loose.the two closest to the timing cover were very loose I am adding pictures there is no metal showing on bolts that were loose they came out of the holes full of oil I still haveto inspect the head for warpage I also added pictures of leak

*** 04/20/2019 10:19:31 ***
155578054908589138149 7.jpg added by Kenneth Blanchette on 04/20/2019 10:19:29

*** 04/20/2019 10:19:32 ***
155578058614716336660 95.jpg added by Kenneth Blanchette on 04/20/2019 10:19:31

*** 04/20/2019 10:19:34 ***
155578066335187744194 1.jpg added by Kenneth Blanchette on 04/20/2019 10:19:32

*** 04/20/2019 10:24:39 ***
Web - Note created on 04/20/2019 10:24:39 and created by Kenneth Blanchette
I forgot to add there was no metal in oil control valves

*** Web - Advice created on 04/20/2019 10:29:43 and created by Eric Patterson ***
1: Thank you.

We will need to measure the cylinder heads for warpage and see if they are within specs.
2: At this time the engine block will need replaced. Please add the warpage for the heads to the case.
3: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** 04/22/2019 11:47:41 ***
Web - Note created on 04/22/2019 11:47:41 and created by Kenneth Blanchette
The heads check out fine they are with in spec. I will atatatch datss form

*** 04/22/2019 11:58:44 ***
155595944126213104163 23.jpg added by Kenneth Blanchette on 04/22/2019 11:58:42

*** Web - Advice created on 04/22/2019 15:47:59 and created by Eric Patterson ***
1: Thank you, the engine short block will need replaced.
2: I will create the PWA case for you now.

*** 04/22/2019 15:48:17 ***
PWA Case created for RA Case 13129213 by Eric Patterson

*** Web - Advice created on 04/22/2019 15:48:44 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/24/2019 07:12:05 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,642

Prod Date: 03/20/2014 **Warranty Start Date:** 03/23/2015

Dealer/Contact Data:

Dealer: NJ072 Route 23 Kia

Phone: 9738399600 **FAX:** 9738399510

Contact: fabian castillo **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 05/01/2019 09:08:40 ***
Contact = Fabian Castillo, Priority = Standard, Sub Status = Dispatched

*** 05/01/2019 09:08:40 ***
Web - Problem Description created on 05/01/2019 09:05:57 and created by Fabian Castillo
car over heating,

*** 05/01/2019 09:08:40 ***
Web - Diagnostics created on 05/01/2019 09:05:57 and created by Fabian Castillo
see attachment

one of the video's is first start up
other video is 5 min after its been running
had car running for 30 min or so and lower hose is not hot cold
oil in the coolant you can see it in the video

*** 05/01/2019 09:53:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/01/2019 09:54:37 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Service Alert Escalated to CA as: 13154755 on 05/02/2019 01:07:51 (PST)

*** 05/02/2019 11:37:59 ***
Web - Note created on 05/02/2019 11:37:59 and created by Fabian Castillo
found 2 head bolts stripped in the back right side of head
ocv are good

*** Web - Advice created on 05/02/2019 15:54:41 and created by Eric Patterson ***
1: Thank you. Please add pictures of the bolts with the stripped threads.
2: The engine will need replaced. If the heads are warped they will need replaced. If they are within specs after the inspection with the strait edge please replaced the block with a reman block and send the heads out for inspection. Or if there is a long block available please use the long block reman engine. .(if the heads were warped)

*** Web - Advice created on 05/02/2019 15:54:50 and created by Eric Patterson ***
1: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** 05/03/2019 05:26:04 ***
Web - Note created on 05/03/2019 05:26:04 and created by Fabian Castillo
the threads on the bolts are good its in the block that is no good

*** 05/03/2019 06:18:39 ***
Web - Note created on 05/03/2019 06:18:39 and created by Scott Protzmann
see wrty 143 attached

*** 05/03/2019 06:18:39 ***
wrty143 overheat car.pdf added by Scott Protzmann on 05/03/2019 06:18:39

*** Web - Advice created on 05/03/2019 09:52:05 and created by Eric Patterson ***
1: Please add the dealer on top of the PWA form.
2: Please add the picture of the stripped threads on the bolts.

*** Case has been auto closed by the system on 05/19/2019 01:07:05 (PST)
*** 05/24/2019 08:00:48 ***
Case Number: XXXXXXXX Reopen Requested by Fabian Castillo.
Reason: [was on vacation]

*** 05/28/2019 07:44:18 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/28/2019 07:44:46 and created by Eric Patterson ***
1: Case has been re opened for the additional information to be provided.

*** 05/28/2019 07:54:28 ***
Web - Note created on 05/28/2019 07:54:28 and created by Fabian Castillo
see attachments

*** 05/28/2019 07:54:34 ***
20190522021904.avi added by Fabian Castillo on 05/28/2019 07:54:28

*** 05/28/2019 07:54:34 ***
ward wrty143.pdf added by Fabian Castillo on 05/28/2019 07:54:34

*** Web - Advice created on 05/28/2019 14:34:53 and created by Eric Patterson ***
1: Thank you Fabian. Please follow PS539 measure the heads for warpage , if they need replaced use new cylinder heads. Transfer all re usable parts.
2: I will create the PWA case for you now.

*** 05/28/2019 14:36:04 ***

PWA Case 13193289 created by Eric Patterson

*** Web - Advice created on 05/28/2019 14:37:27 and created by Eric Patterson ***
1: Your PWA case Number is # 13193289
2: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: I will close this repair assistance case and if there is any assistance needed in the future regarding the case, please call in for questions or send a reopen request to open this case. Thanks

*** 05/28/2019 14:37:35 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,962

Prod Date: 02/05/2014 **Warranty Start Date:** 07/22/2014

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Filleti **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/02/2019 07:22:53 ***
Contact = Michael Filleti, Priority = Standard, Sub Status = Dispatched

*** 05/02/2019 07:22:53 ***
Web - Problem Description created on 05/02/2019 07:22:53 and created by Siebel eSupport
c/s cel on...engine over heating

*** 05/02/2019 07:22:53 ***
Web - Diagnostics created on 05/02/2019 07:22:53 and created by Siebel eSupport
no dtc's stored...check coolant level, level low filled with water to test. performed actuation test on cooling fan, fan working. checked hoses and thermostat housing for evidence of leaks, no spray marks found. performed pressure test, pressure test failed. performed engine crank and found head gasket failure.

*** 05/02/2019 07:48:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/02/2019 07:55:28 and created by Jerry Gossling ***
1: Michael,
Thank you for the information. Note, you just installed a replacement engine on 2/2019 of this year and mileage was at 55,962 and now the vehicle is at 56,030.
This vehicle only went 68 miles since you repair it?
I need to know if this was a short block or a long block replacement?
Thank you

*** 05/02/2019 08:09:49 ***
Web - Note created on 05/02/2019 08:09:49 and created by Michael Filleti
correct engine was replaced 68 miles ago...long block was installed

*** Web - Advice created on 05/02/2019 09:51:22 and created by Jerry Gossling ***
1: Michael,

Thank you for the information. Please gain access to the head bolts and see if the head bolts will maintain a 65 FT LBS of torque using a torque wrench.
Thank you

*** 05/07/2019 13:15:39 ***
Web - Note created on 05/07/2019 13:15:39 and created by Michael Filleti
checked headbolts with click type torque wrench @65 ft-lbs. no movement in head bolts at that torque.

*** Service Alert Escalated to CA as: 13163488 on 05/08/2019 01:07:43 (PST)

*** Web - Advice created on 05/08/2019 04:33:02 and created by Jerry Gossling ***
1: Michael,
Please remove a few head bolts and see if any threads come out with the bolts.
Thank you

*** 05/09/2019 12:20:30 ***
Web - Note created on 05/09/2019 12:20:30 and created by Michael Filleti
2 head bolts on right bank, closest to intake side between cylinders 3 and 5, had some thread pull but the rest looked ok

*** Web - Advice created on 05/09/2019 13:38:05 and created by Jerry Gossling ***
1: Michael,
Thank you for the information. Based off of this information the engine will need to be replaced.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Please review Pitstop 561 on how to properly fill out the PWA form. Thank you

*** 05/14/2019 07:07:56 ***
IMG_3991.jpeg added by Michael Filleti on 05/14/2019 07:07:51

*** 05/14/2019 08:20:57 ***
PWA Case 13172671 created by Jerry Gossling

*** Web - Advice created on 05/14/2019 08:21:19 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** Case has been auto closed by the system on 05/30/2019 01:11:47 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,840

Prod Date: 05/12/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: TN038 Serra Kia of Jackson

Phone: 7316605501 **FAX:** 7316605352

Contact: luke buchanan **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: blown head gasket

Case History

*** 05/02/2019 09:03:23 ***
Contact = luke buchanan, Priority = Standard, Sub Status = Dispatched

*** 05/02/2019 09:03:24 ***
Web - Problem Description created on 05/02/2019 09:03:24 and created by luke buchanan
Car towed in over heating

*** 05/02/2019 09:03:24 ***
Web - Diagnostics created on 05/02/2019 09:03:24 and created by luke buchanan
Found head gasket blown and it is also blowing coolant out of the bank 2 gasket

*** 05/02/2019 09:43:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin New

*** Web - Advice created on 05/02/2019 09:45:01 and created by Jason Smith ***
1: Please attach video showing the coolant coming from bank 2 gasket. Also include the VIN plate at some point.

*** 05/02/2019 11:18:02 ***
20190502_131038.mp4 added by luke buchanan on 05/02/2019 11:17:17

*** Web - Advice created on 05/02/2019 11:22:10 and created by Jason Smith ***
1: Alright, go ahead and attach a completed WRTY 143 form and photo of the valve train.

*** 05/02/2019 13:03:04 ***
20190502_150022.mp4 added by luke buchanan on 05/02/2019 13:02:11

*** 05/02/2019 13:06:33 ***
1556827547842183077791 9.jpg added by luke buchanan on 05/02/2019 13:06:30

*** Web - Advice created on 05/02/2019 13:52:52 and created by Jason Smith ***

1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/02/2019 13:53:01 ***
PWA has been authorized by Jason Smith

*** 05/02/2019 13:53:01 ***
Case closed by Jason Smith with Resolution Code : Faulty Component
[Resolution Summary]
blown head gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,526

Prod Date: 05/08/2013 **Warranty Start Date:** 07/28/2013

Dealer/Contact Data:

Dealer: NY131 South Shore Kia

Phone: 6319913910 **FAX:** 6315143131

Contact: Owen Nyame **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine on order.

Case History

*** 05/04/2019 10:41:37 ***
Contact = Owen Nyame, Priority = Standard, Sub Status = Dispatched

*** 05/04/2019 10:41:37 ***
Web - Problem Description created on 05/04/2019 10:28:57 and created by Owen Nyame
c/s there is a coolant leak
vehicle overheated and started misfire /vehicle towed to the shop.

*** 05/04/2019 10:41:37 ***
Web - Diagnostics created on 05/04/2019 10:28:58 and created by Owen Nyame
verify c/c.
check engine after start up and coolant is flowing from
bank 2 cylinder head and block.
combustion gas is bubbling into overflow bottle.
multiple work was don at outside shop on cooling system etc.
prior to towed in the shop.
need an engine.

*** 05/04/2019 10:56:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/04/2019 11:39:39 and created by Mike Ozonur ***
1: does the vehicle seem like it has been involved in a collision
2: what has been done already

*** 05/04/2019 13:45:03 ***
Web - Note created on 05/04/2019 13:45:02 and created by Owen Nyame
the thermostat housing for leaking i was told .
don`t see any signs for accident.

coolant mixing with the oil.

*** 05/04/2019 13:45:33 ***
Web - Note created on 05/04/2019 13:45:33 and created by Owen Nyame
see update

*** Web - Advice created on 05/04/2019 13:49:47 and created by Mike Ozonur ***
1: ok thanks
please perform block test and provide a picture to the case
2: please also provide a picture of the valve train

*** Service Alert Escalated to CA as: 13158819 on 05/05/2019 01:03:02 (PST)

*** 05/06/2019 07:22:31 ***
155715247265723386 1916.jpg added by Owen Nyame on 05/06/2019 07:22:31

*** 05/06/2019 07:30:04 ***
Web - Note created on 05/06/2019 07:30:04 and created by Owen Nyame
Test perform

*** 05/06/2019 08:10:37 ***
155715538172626783 1030.jpg added by Owen Nyame on 05/06/2019 08:10:35

*** 05/06/2019 08:11:36 ***
155715544673915799 8175.jpg added by Owen Nyame on 05/06/2019 08:11:34

*** 05/06/2019 08:12:49 ***
Web - Note created on 05/06/2019 08:12:48 and created by Owen Nyame
See updates on case

*** Web - Advice created on 05/06/2019 10:07:53 and created by Mike Ozonur ***
1: torque the cylinder head bolts to 80ftlbs and check see if bolts tighten or spin
2: next Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 05/07/2019 09:54:20 ***
Web - Note created on 05/07/2019 09:54:20 and created by Owen Nyame
mike in order to torque the head as you requested the engine will be doing a tear down ,
and for the second step to perform i don`t have a straight edge in the shop we usually send those work to a machine shop .
so if you still want me to take it apart and do the torque i am waiting on your respond .

*** 05/07/2019 09:55:17 ***
Web - Note created on 05/07/2019 09:55:17 and created by Owen Nyame
see update on case.

*** Web - Advice created on 05/07/2019 14:01:55 and created by Mike Ozonur ***
1: engine has overheated and based on the picture of the block tester there are exhaust gases in the cooling system, we will have to remove the cylinder heads anyway to measure the surface flatness of the block and the cylinder heads, we are just trying to determine if a long block or cylinder heads or short block will be replaced for that reason we do ask that you torque the head bolts to 80ftlbs see if they spin or they tighten,
2: if the head bolts spin and strips the threads we would ask that you attach a picture of the stripped head bolts to the case, thanks Owen,

*** 05/19/2019 10:57:41 ***
Web - Note created on 05/19/2019 10:57:40 and created by Owen Nyame
I removed cam and chain assembly torqued the the head bolts 80ft pond 6 bolts turning freely.
On bank 2 head.

*** 05/20/2019 06:11:27 ***
20190520_085248.mp4 added by Owen Nyame on 05/20/2019 06:10:47

*** 05/20/2019 06:12:15 ***
Web - Note created on 05/20/2019 06:12:14 and created by Owen Nyame
See case update.

*** Web - Advice created on 05/20/2019 12:13:12 and created by Mike Ozonur ***
1: Hello Owen thanks for the update
please remove the head bolts and attach pictures of the bolts to the case thanks

*** 05/21/2019 06:06:02 ***
1558443861046-1867926430.jpg added by Owen Nyame on 05/21/2019 06:05:59

*** 05/21/2019 06:07:29 ***
Web - Note created on 05/21/2019 06:07:28 and created by Owen Nyame
See picture of head bolts attached to case

*** 05/21/2019 10:41:37 ***
Web - Note created on 05/21/2019 10:41:37 and created by Owen Nyame
see update

*** Web - Advice created on 05/21/2019 15:28:29 and created by Mike Ozonur ***
1: thanks for the pictures
2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached.

*** 05/22/2019 11:31:06 ***
1558549776377-1469296592.jpg added by Owen Nyame on 05/22/2019 11:31:05

*** 05/22/2019 11:32:39 ***
Web - Note created on 05/22/2019 11:32:38 and created by Owen Nyame
See form attached to case.

*** 05/22/2019 13:01:12 ***
Web - Note created on 05/22/2019 13:01:11 and created by Owen Nyame
can you please check the up date

*** 05/22/2019 16:22:45 ***
PWA Case 13186652 created by Mike Ozonur

*** Web - Advice created on 05/22/2019 16:23:04 and created by Mike Ozonur ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/31/2019 12:06:31 ***
1559329439080888012193.jpg added by Owen Nyame on 05/31/2019 12:06:29

*** 05/31/2019 12:07:29 ***
Web - Note created on 05/31/2019 12:07:29 and created by Owen Nyame
Certificate attached to the case.

*** Web - Advice created on 06/01/2019 13:33:18 and created by Mike Ozonur ***
1: ok thanks

*** 06/03/2019 06:06:18 ***
Web - Note created on 06/03/2019 06:06:18 and created by Owen Nyame

there is no attachment to validate PWA request.
there is a pwa form sign and attach to the case.

*** Web - Advice created on 06/04/2019 11:00:52 and created by Mike Ozonur ***
1: you have already validated the warranty it was approved and closed
2: PWA case # 13186652

*** 06/13/2019 05:02:53 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine on order.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,211

Prod Date: 04/26/2014 **Warranty Start Date:** 02/20/2015

Dealer/Contact Data:

Dealer: AZ019 Tempe Kia

Phone: 4805982300 **FAX:** 4805982388

Contact: PABLO RAMOS **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 05/01/2019 10:53:49 ***
Contact = PABLO RAMOS, Priority = Standard, Sub Status = Dispatched

*** 05/01/2019 10:53:49 ***
Web - Problem Description created on 05/01/2019 10:53:49 and created by PABLO RAMOS
CUSTOMER STATES VEHICLE IS OVERHEATING.

*** 05/01/2019 10:53:50 ***
Web - Diagnostics created on 05/01/2019 10:53:50 and created by PABLO RAMOS
INSPECTED VEHICLE , FOUND SIGNS OF OVERHEATING AS THERE IS COOLANT RESIDUE . PROCEEDED TO FURTHER INSPECT AND FOUND VEHICLE HAS COOLANT LEAK FROM CYLINDER HEAD GASKET. I HAVE TAKEN PICTURES AND I WILL UPLOAD. I HAVE SEEN SEVERAL VEHICLES IN THIS YEAR RANGE WITH SAME ISSUE. THE COOLANT LEAK IS FROM THE FRONT CYLINDER HEAD ALTHOU THE REAR HEAD GASKET HAS RESIDUE ALL AROUND MATING SURFACE WITH BLOCK. CYLINDER BLOCK WILL NEED TO BE REPLACED, CYLINDER HEADS RESURFACED. LET ME KNOW IF YOU NEED ANY OTHER INFO OR THINGS FOR ME TO CHECK. THANK YOU.

*** 05/01/2019 10:55:51 ***
20190501_084958.jpg added by PABLO RAMOS on 05/01/2019 10:55:50

*** 05/01/2019 10:55:53 ***
20190501_085017.jpg added by PABLO RAMOS on 05/01/2019 10:55:52

*** 05/01/2019 10:55:55 ***
20190501_085050.jpg added by PABLO RAMOS on 05/01/2019 10:55:54

*** 05/01/2019 12:00:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/01/2019 12:01:14 and created by Eric Patterson ***
1: Thank you for the attachments to the case.

2: B: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 05/02/2019 06:41:53 ***
Web - Note created on 05/02/2019 06:41:53 and created by PABLO RAMOS
THERE IS NO METAL DEBRIS IN OCV
HEAD BOLTS WHEN TRYING TO TIGHTEN PULLED THE THREAD. THE BOLTS THEM SELF'S WERE LOOSE,.

*** Web - Advice created on 05/02/2019 09:56:52 and created by Eric Patterson ***
1: Perfect. Thank you. Please remove the cylinder heads and add pictures of the bolts with the stripped threads from the block.
2: The engine will need replaced. If the heads are warped they will need replaced. If they are within specs after the inspection with the strait edge please replaced the block with a reman block and send the heads out for inspection. Or if there is a long block available please use the long block reman engine.(if the heads were warped)
3: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** 05/03/2019 16:11:04 ***
Web - Note created on 05/03/2019 16:11:04 and created by PABLO RAMOS
THE VEHICLE WILL NEED SHORT BLOCK REPLACED. I WILL UPLOAD THE CORE SHEET 143 FOR PWA

THANK YOU FOR YOUR HELP AND ASSISTANCE.

*** 05/03/2019 16:27:30 ***
image.jpg added by PABLO RAMOS on 05/03/2019 16:27:29

*** 05/06/2019 09:47:46 ***
PWA Case created for RA Case 13153516 by Eric Patterson

*** Web - Advice created on 05/06/2019 09:51:31 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Service Alert Escalated to CA as: 13161353 on 05/07/2019 01:07:24 (PST)

*** 05/07/2019 07:17:57 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,895

Prod Date: 05/28/2013 **Warranty Start Date:** 12/23/2013

Dealer/Contact Data:

Dealer: OH029 Matt Castrucci Kia

Phone: 9374397459 **FAX:** 9374284390

Contact: Bernard Crawford **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: ordered heads and short

Case History

*** 05/07/2019 11:36:44 ***
Contact = Bernard Crawford, Priority = Standard, Sub Status = Dispatched

*** 05/07/2019 11:36:44 ***
Web - Problem Description created on 05/07/2019 11:36:44 and created by Bernard Crawford
oil leak

*** 05/07/2019 11:36:44 ***
Web - Diagnostics created on 05/07/2019 11:36:44 and created by Bernard Crawford
found oil leaking on the right head were the head and block come together. found head bolt that goes by the intake OCV loose. tried tightening the head bolt will not tighen.

*** 05/07/2019 12:18:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/07/2019 12:19:56 and created by Michael Goldwasser ***
1: Bernard,
Please remove the valve cover for inspection.

Can you please attach pictures of the engine top end to the case attachment section so I can review them. Thanks!

*** 05/07/2019 12:54:40 ***
Web - Note created on 05/07/2019 12:54:40 and created by Bernard Crawford
Added pictures

*** 05/07/2019 12:54:42 ***
155725865991276372115.jpg added by Bernard Crawford on 05/07/2019 12:54:40

*** 05/07/2019 12:54:44 ***

1557258725404532022.jpg added by Bernard Crawford on 05/07/2019 12:54:42

*** 05/07/2019 12:54:45 ***
15572587658663740085 66.jpg added by Bernard Crawford on 05/07/2019 12:54:44

*** Web - Advice created on 05/07/2019 13:54:14 and created by Michael Goldwasser ***
1: Bernard,
I recommend replacing the long block assembly to resolve this concern.
Your dealer currently has a DSA-A status and a PWA case is not needed for this repair, please see your Service Manager for authorization.

*** Service Alert Escalated to CA as: 13134493 on 05/08/2019 01:06:04 (PST)
*** 05/09/2019 11:58:38 ***
Web - Note created on 05/09/2019 11:58:38 and created by Bernard Crawford
A long block isn't available. Should I replace the heads also

*** Web - Advice created on 05/09/2019 12:16:16 and created by Michael Goldwasser ***
1: Bernard,
Yes please replace the head's as well.

*** 05/15/2019 04:35:37 ***
Web - Note created on 05/15/2019 04:35:37 and created by Bernard Crawford
ordered short block and heads

*** 05/15/2019 04:36:27 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: ordered heads and short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,877

Prod Date: 07/15/2013 **Warranty Start Date:** 10/06/2013

Dealer/Contact Data:

Dealer: GA099 Jim Ellis Kia of Kennesaw

Phone: 6787125191 **FAX:** 7703704894

Contact: Joshua Keown **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/13/2019 07:11:48 ***
Contact = Joshua Keown, Priority = Standard, Sub Status = Dispatched

*** 05/13/2019 07:11:48 ***
Web - Problem Description created on 05/13/2019 07:11:01 and created by Joshua Keown
Engine is making some abnormal noise and overheating I have found that the rear head is leaking at the head gasket down to the bottom of the engine block and the vehicle was low on coolant and making more noise while it was low. I had to add a half a gallon of coolant to the system to make it full. I did a pressure test and the pressure was dropping consistently from 15 psi down and one of the pictures shows a 10 mm bolt that is wet do to the leaking head gasket while under pressure, the Integrity of the engine from overheating and having some noise I believe is compromised and recommending replacement of a long block please advise. I have added pictures and a video

*** 05/13/2019 07:11:48 ***
Web - Diagnostics created on 05/13/2019 07:11:01 and created by Joshua Keown
No repairs made it this time

*** 05/13/2019 07:36:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/13/2019 07:41:56 and created by Eric Patterson ***
1: Thank you for all the attachments to the case.

Is the coolant mixed into the engine oil? Please add a picture of the inside of the oil cap and the dipstick if so.

2: Please attach the completed and signed WRTY143 [Rev. 11/1/2016] core data form to THIS case. Then I will create and or approve the case for you. Please see PS561 for the fields required on the form that need filled out for the approval.

*** 05/13/2019 08:29:20 ***
Web - Note created on 05/13/2019 08:29:20 and created by Joshua Keown

I have added the new pictures a video and the wrty143 form

*** 05/13/2019 08:29:22 ***
20190513_112132.jpg added by Joshua Keown on 05/13/2019 08:29:20

*** 05/13/2019 08:29:23 ***
20190513_112148.jpg added by Joshua Keown on 05/13/2019 08:29:22

*** 05/13/2019 08:29:55 ***
20190513_112202.mp4 added by Joshua Keown on 05/13/2019 08:29:23

*** 05/13/2019 08:29:58 ***
155776119141914794473 66.jpg added by Joshua Keown on 05/13/2019 08:29:56

*** Web - Advice created on 05/13/2019 08:49:10 and created by Eric Patterson ***
1: Thank you. Based on the information provided, the coolant has compromised the engine oil. The engine components and the block will need replaced as well as the heads. I would recommend a long block be used for the repair. Thank you for the PWA form attached.
2: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/13/2019 08:49:17 ***
PWA has been authorized by Eric Patterson

*** 05/13/2019 08:49:18 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** Service Alert Escalated to CA as: 13172144 on 05/14/2019 01:06:47 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,782

Prod Date: 04/23/2013 **Warranty Start Date:** 09/16/2013

Dealer/Contact Data:

Dealer: NH017 Dan O'Brien Kia North Hampton

Phone: 6037583180 **FAX:** 6037583181

Contact: Alexander Blanchette **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA authorized

Case History

*** 05/14/2019 10:11:53 ***
Contact = Alexander Blanchette, Priority = Standard, Sub Status = Dispatched

*** 05/14/2019 10:11:53 ***
Web - Problem Description created on 05/14/2019 10:11:53 and created by Alexander Blanchette
Thread for head bolts stripped during the torquing procedure.

*** 05/14/2019 10:11:54 ***
Web - Diagnostics created on 05/14/2019 10:11:54 and created by Alexander Blanchette
Techline case 1316575, has previous info on this vehicle

*** 05/14/2019 10:12:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/14/2019 10:15:16 and created by Brian Lall ***
1: Thanks for letting me know what you found. Please take pictures showing the damaged threads if they came out on the head bolts or a video showing the bolt will not tighten and attach them to the case. Please also attach the WRTY 143 form to the case and make sure it is filled out as per PS 561. Thanks.

*** 05/14/2019 11:35:26 ***
IMG_2676.jpg added by Alexander Blanchette on 05/14/2019 11:35:24

*** 05/14/2019 11:35:28 ***
IMG_2675.MOV added by Alexander Blanchette on 05/14/2019 11:35:27

*** Web - Advice created on 05/15/2019 05:47:43 and created by Brian Lall ***
1: Thanks for the video, I reviewed it and was able to verify the concern. I also verified the PWA form has been completed and attached to the case. You have validated the warranty; the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure

mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/15/2019 05:47:50 ***
PWA has been authorized by Brian Lall

*** 05/15/2019 05:47:50 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 31,041

Prod Date: 07/14/2017 **Warranty Start Date:** 08/30/2017

Dealer/Contact Data:

Dealer: TN044 Greenway Kia Franklin

Phone: 6152247973 **FAX:** 6152247985

Contact: Bradley Plunkett **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/16/2019 12:58:10 ***
Contact = Bradley Plunkett, Priority = Standard, Sub Status = Dispatched

*** 04/16/2019 12:58:10 ***
Web - Problem Description created on 04/16/2019 12:58:10 and created by Bradley Plunkett
coolant bubbling into overflow

*** 04/16/2019 12:58:10 ***
Web - Diagnostics created on 04/16/2019 12:58:10 and created by Bradley Plunkett
exhaust gasses in cooling system. found 2 head bolts loose on bank 1. head bolt threads stripped out of block.

*** 04/16/2019 13:58:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/16/2019 14:00:09 and created by Tony Thomas ***
1: Please remove the valve cover and attach a photo of the full complete valve train to this case for documentation along with a photo of the bolts with the stripped threads on them. If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form and a PWA case will be created for you. The form must be filled out (all available sections per Pitstop PS561) and signed and dated by the service manager and technician.

*** Case has been auto closed by the system on 05/02/2019 01:11:40 (PST)

*** Service Alert Escalated to CA as: 13156328 on 05/03/2019 01:03:18 (PST)

*** 05/14/2019 12:38:07 ***
Case Number: XXXXXXXX Reopen Requested by Bradley Plunkett.
Reason: [Unable to resume repair.]

*** 05/14/2019 12:43:05 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/14/2019 12:43:42 and created by Tony Thomas ***
1: The case was auto closed by the system on 05/02/2019 due to no response.

*** 05/14/2019 13:06:48 ***
Web - Note created on 05/14/2019 13:06:48 and created by Bradley Plunkett
Requested info attached

*** 05/14/2019 13:06:55 ***
20190514_112523.jpg added by Bradley Plunkett on 05/14/2019 13:06:49

*** 05/14/2019 13:06:58 ***
20190514_143619.jpg added by Bradley Plunkett on 05/14/2019 13:06:55

*** 05/14/2019 13:07:03 ***
20190514_150309.jpg added by Bradley Plunkett on 05/14/2019 13:06:59

*** Web - Advice created on 05/14/2019 13:13:59 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/14/2019 13:14:25 ***
PWA Case created for RA Case 13130282 by Tony Thomas

*** 05/14/2019 13:39:24 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,916

Prod Date: 04/11/2013 **Warranty Start Date:** 05/13/2013

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 **FAX:** 7329229835

Contact: Shane Johnson **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/14/2019 10:14:37 ***
Contact = Shane Johnson, Priority = Standard, Sub Status = Dispatched

*** 05/14/2019 10:14:37 ***
Web - Problem Description created on 05/14/2019 10:14:37 and created by Shane Johnson
veh overheated and coolant smell

*** 05/14/2019 10:14:38 ***
Web - Diagnostics created on 05/14/2019 10:14:38 and created by Shane Johnson
verified concern, coolant coming out of overflow tank vent. test system, found coolant very low. when starting vehicle with pressure tester installed the pressure goes up instantly, suspect blown head gaskets. external inspection revealed leaking at front and rear head gaskets. suspect threads have pulled out causing loss of clamping on head gaskets. please advise course of action to take (attempt to tighten headbolts, etc.) thanks for your time! (attaching photos of leaks at head gaskets front and rear)

*** 05/14/2019 10:15:58 ***
20190514_125204.jpg added by Shane Johnson on 05/14/2019 10:15:52

*** 05/14/2019 10:16:03 ***
20190514_125141.jpg added by Shane Johnson on 05/14/2019 10:15:59

*** 05/14/2019 10:16:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/14/2019 10:19:09 and created by Douglass McKay ***
1: Shane,
Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.

*** 05/14/2019 10:22:24 ***

Web - Note created on 05/14/2019 10:22:24 and created by Shane Johnson
Last time this happened techline had me see if I could torque the head bolts due to the block thread issue I have seen multiple times. Should we try that first? If they can't hold torque it would require engine replacement.

*** Web - Advice created on 05/14/2019 10:25:20 and created by Douglass McKay ***
2: When disassembling the heads apply torque to the head bolts to check for threads pulled, please attach a video if you find the threads pulled, Thank you.

*** 05/15/2019 06:11:20 ***
20190515_090613.mp4 added by Shane Johnson on 05/15/2019 06:10:59

*** 05/15/2019 06:13:22 ***
Web - Note created on 05/15/2019 06:13:21 and created by Shane Johnson
Attached video of bolts spinning

*** Phone - Advice created on 05/15/2019 08:07:56 and created by Douglass McKay ***
1: Tech called in for update on video. Advised to attach core form top case.

*** 05/15/2019 08:21:57 ***
20190515_112056.jpg added by Shane Johnson on 05/15/2019 08:21:55

*** 05/15/2019 08:22:06 ***
Web - Note created on 05/15/2019 08:22:06 and created by Shane Johnson
Form attached

*** Web - Advice created on 05/15/2019 08:33:01 and created by Douglass McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/15/2019 08:34:04 ***
PWA Case created for RA Case 13172950 by Douglass McKay

*** 05/15/2019 08:54:27 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,565

Prod Date: 08/19/2013 **Warranty Start Date:** 12/26/2013

Dealer/Contact Data:

Dealer: MT007 Kia of Billings

Phone: 8886315500 **FAX:** 4066520850

Contact: Andy Smith **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/15/2019 10:08:27 ***
Contact = Andy Smith, Priority = Standard, Sub Status = Dispatched

*** 05/15/2019 10:08:27 ***
Web - Problem Description created on 05/15/2019 09:37:47 and created by Andy Smith
vehicle is loosing coolant excessively with no leaks. vehicle has overheated.

*** 05/15/2019 10:08:27 ***
Web - Diagnostics created on 05/15/2019 09:37:47 and created by Andy Smith
inspected the vehicle for coolant leaks and found none. the thermostat and t-stat housing was replaced the last time the vehicle was in the shop due to the t-stat sticking open. inspected the previous repair for any leaks or damage and found no issues. noticed when i removed the radiator cap that there was a burst of pressure that came out and the coolant was low. hooked up coolant pressure tester and pressurized the system to 15 psi and checked at 15 minutes with no movement on the gauge. performed block check and found no issues.when topping coolant off with my coolant funnel and any time the engine was revved the funnel would bubble and gurgle. also the coolant smelled like exhaust. hooked up my coolant pressure tester and when the engine revved the the pressure would raise substantially from 0 psi all the way to 15 psi when i stopped checking. verified that the fans were operating normally as well. i believe the vehicle needs headgaskets.

*** 05/15/2019 10:14:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/15/2019 10:18:26 and created by Douglass McKay ***
1: Andy,
Please, perform a block leak test and attach a video of the results. Thank you.

*** 05/15/2019 11:38:00 ***
Web - Note created on 05/15/2019 11:38:00 and created by Andy Smith
Performed a block check with the same result.

*** 05/15/2019 11:38:24 ***

20190515_123052.mp4 added by Andy Smith on 05/15/2019 11:38:00

*** 05/15/2019 11:49:55 ***
Web - Note created on 05/15/2019 11:49:55 and created by Andy Smith
The tester wanted to keep climbing after stopping the video.

*** 05/15/2019 11:50:22 ***
20190515_124701.mp4 added by Andy Smith on 05/15/2019 11:49:55

*** 05/15/2019 14:05:14 ***
Web - Note created on 05/15/2019 14:05:14 and created by Andy Smith
thoughts?

*** Web - Advice created on 05/15/2019 15:47:15 and created by Douglass McKay ***
1: How hot was the engine when you performed the block leak test? Please rack the vehicle and inspect around the block to cylinder head area for any residue or seepage, this is a sign of blown head gaskets.

*** Web - Advice created on 05/15/2019 15:49:00 and created by Douglass McKay ***
1: Please, attach photos of the engine block to cylinder head area for review if you find seepage, thanks.

*** Service Alert Escalated to CA as: 13176457 on 05/16/2019 01:07:25 (PST)

*** 05/16/2019 09:54:52 ***
Web - Note created on 05/16/2019 09:54:52 and created by Andy Smith
found head gasket leak on the back bank for sure.

*** 05/16/2019 09:54:53 ***
head gasket 1.jpg added by Andy Smith on 05/16/2019 09:54:52

*** 05/16/2019 09:54:53 ***
head gasket 2.JPG added by Andy Smith on 05/16/2019 09:54:53

*** Web - Advice created on 05/16/2019 13:37:19 and created by Douglass McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
2: When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** 05/23/2019 09:46:19 ***
Web - Note created on 05/23/2019 09:46:19 and created by Andy Smith
thanks i have a request into the dpsm.

*** Web - Advice created on 05/23/2019 09:48:16 and created by Douglass McKay ***
1: Thank you for the update.

*** 06/07/2019 11:50:12 ***
Web - Note created on 06/07/2019 11:50:11 and created by Andy Smith
removed the valve covers and cams and checked the torque on the head bolts and found that where the coolant was leaking externally the head bolts are hand tight. tried tightening the head bolts and the threads are pulled. three out of the 4 head bolts on the exhaust side for bank 1 are pulled. attached is a picture.

*** 06/07/2019 11:50:13 ***
20190607_124807.jpg added by Andy Smith on 06/07/2019 11:50:12

*** Web - Advice created on 06/07/2019 15:13:04 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures

as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/07/2019 15:14:08 ***
PWA Case 13211523 created by Douglas McKay

*** Web - Advice created on 06/07/2019 15:14:40 and created by Douglas McKay ***
1: I have generated a PWA case for you: please validate the vehicle warranty so the PWA can be approved.

*** Case has been auto closed by the system on 06/23/2019 01:09:30 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,525

Prod Date: 02/14/2013 **Warranty Start Date:** 02/28/2013

Dealer/Contact Data:

Dealer: OH054 Vandevere Kia

Phone: 3302538800 **FAX:** 3302535553

Contact: Benjamin Lawson **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/16/2019 13:12:23 ***
Contact = Benjamin Lawson, Priority = Standard, Sub Status = Dispatched

*** 05/16/2019 13:12:23 ***
Web - Problem Description created on 05/16/2019 13:12:23 and created by Benjamin Lawson
CUSTOMER STATES THEY HAVE BEEN SEEING AN OILY WATER FLUID
LEAKING ON PASSENGER SIDE ABOUT SIX INCHES FROM RT FRONT
WHEEL AREA, PLEASE ADVISE

*** 05/16/2019 13:12:23 ***
Web - Diagnostics created on 05/16/2019 13:12:23 and created by Benjamin Lawson
VERIFIED CONCERN FOUND COOLANT OVERFLOW WITH COOLANT OIL MIX MILKY COLOR. REMOVED RADIATOR CAP AND FOUND SAME MIXTURE. WILL ATTACH PHOTOS.

*** 05/16/2019 13:16:24 ***
155803764506410355201 94.jpg added by Benjamin Lawson on 05/16/2019 13:16:20

*** 05/16/2019 13:16:28 ***
155803767855614155618 83.jpg added by Benjamin Lawson on 05/16/2019 13:16:25

*** 05/16/2019 13:16:32 ***
155803771021050323099 8.jpg added by Benjamin Lawson on 05/16/2019 13:16:28

*** 05/16/2019 13:16:37 ***
155803774049715590765 65.jpg added by Benjamin Lawson on 05/16/2019 13:16:33

*** 05/16/2019 13:56:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/16/2019 14:12:43 and created by Douglass McKay ***

1: Benjamin,
Please, check for an oil cooler by oil filter housing. Let me know if this vehicle is equipped with an oil cooler. Thank you.

*** 05/17/2019 04:50:51 ***
Web - Note created on 05/17/2019 04:50:51 and created by Benjamin Lawson
IT DOES NOT APPEAR TO HAVE AN OIL COOLER BUT IM ALSO NOT SURE WERE T0 LOOK ON A V6 FOR ONE. I HAVE CHECKED KGIS AND IT HAS NO LISTING FOR AN OIL COOLER AS FAR AS I CAN TELL.

*** Web - Advice created on 05/17/2019 10:07:34 and created by Douglass McKay ***
1: Benjamin,
Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.

*** 05/20/2019 09:58:57 ***
Web - Note created on 05/20/2019 09:58:57 and created by Benjamin Lawson
REMOVED CYLINDER HEADS AND CHECKED WITH MACHINIST STRAIGHT EDGE. EVERYTHING HAS PASSED INSPECTION HOWEVER ON DISASSEMBLY I FOUND FRONT CYLINDER HEAD BOLTS TO BE LOOSE ENOUGH TO REMOVE WITH 3/8 RATCHET AND REAR HEAD HAD A BUILD TAG BETWEEN THE HEAD AND GASKET RIGHT AT GUIDE PIN.

*** 05/20/2019 10:01:12 ***
1558371596204172461712 4.jpg added by Benjamin Lawson on 05/20/2019 10:01:10

*** 05/20/2019 10:54:29 ***
Web - Note created on 05/20/2019 10:54:29 and created by Benjamin Lawson
ATTACHED PHOTOS OFF POSSIBLE PULLED HEAD BOLT THREADS ON FRONT BANK

*** 05/20/2019 10:54:30 ***
5CE36AAE.jpg added by Benjamin Lawson on 05/20/2019 10:54:29

*** 05/20/2019 10:54:30 ***
5CE36AC7.jpg added by Benjamin Lawson on 05/20/2019 10:54:30

*** Web - Advice created on 05/20/2019 11:02:33 and created by Douglass McKay ***
1: I will need a video of the bolts being torque and not holding attached to this case for review. Thank you.

*** Phone - Advice created on 05/20/2019 11:19:19 and created by Douglass McKay ***
1: Tech called in, I gave an explanation of what I need to see in the video of the stripped head bolt to be attached to this case for review.

*** 05/20/2019 11:27:06 ***
Web - Note created on 05/20/2019 11:27:06 and created by Benjamin Lawson
Video attached

*** 05/20/2019 11:27:28 ***
20190520_142507.mp4 added by Benjamin Lawson on 05/20/2019 11:27:06

*** Web - Advice created on 05/20/2019 14:56:49 and created by Douglass McKay ***
1: I need you to please complete, sign and attach the WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 05/21/2019 05:11:33 ***
Web - Note created on 05/21/2019 05:11:32 and created by Benjamin Lawson
Core form attached

*** 05/21/2019 05:11:36 ***
1558440634079147032754 8.jpg added by Benjamin Lawson on 05/21/2019 05:11:33

*** Web - Advice created on 05/21/2019 08:17:47 and created by Douglass McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures

as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/21/2019 08:19:01 ***
PWA Case 13183356 created by Douglass McKay

*** Web - Advice created on 05/21/2019 08:20:56 and created by Douglass McKay ***
1: I have generated a PWA case for you: please validate the vehicle warranty so the PWA can be approved.

*** 05/24/2019 12:48:48 ***
Web - Note created on 05/24/2019 12:48:47 and created by Benjamin Lawson
CYLINDER BLOCK HAS ARRIVED AT DEALER 5-24-19

*** Web - Advice created on 05/24/2019 15:35:48 and created by Douglass McKay ***
1: Thank you for the update.

*** Case has been auto closed by the system on 06/09/2019 01:09:16 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,392

Prod Date: 04/14/2014 **Warranty Start Date:** 06/21/2014

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: FRANCIS LE **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: no work has been performed

Case History

*** 05/20/2019 14:11:48 ***
Contact = jeffrey sousa, Priority = Standard, Sub Status = Dispatched

*** 05/20/2019 14:11:48 ***
Web - Problem Description created on 05/20/2019 14:11:48 and created by jeffrey sousa
CUSTOMER STATES THE VEHICLE WOULD NOT ACCELERATE ON THE FREEWAY AND STARTED RUNNING ROUGH ALSO THERE IS A POSSIBLE COOLANT LEAK

*** 05/20/2019 14:11:49 ***
Web - Diagnostics created on 05/20/2019 14:11:49 and created by jeffrey sousa
VERIFIED COOLANT LEAK AND NOT ACCELERATING, FOUND UPPER AND LOWER RADIATOR HOSES ARE SWOLLEN AND THE UPPER HOSE CAME APART CAUSING A COOLANT LEAK, THE INSIDE OF THE HOSE FEELS LIKE IT HAS OIL RESIDUE CAUSING THE HOSES TO SWELL, I DID A BLOCK TEST AND FOUND THERE IS EXHAUST GOING INTO THE COOLANT

*** 05/20/2019 14:43:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/20/2019 14:46:27 and created by Douglass McKay ***
1: Jeffrey,
Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.

When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** Service Alert Escalated to CA as: 13182646 on 05/21/2019 01:04:49 (PST)

*** Case has been auto closed by the system on 06/05/2019 01:17:09 (PST)
*** 08/07/2019 14:39:23 ***
Case Number: XXXXXXXX Reopen Requested by FRANCIS LE.
Reason: [Technician has finally had the time to perform tear down and would like to submit results]

*** 08/07/2019 15:22:37 ***
Reopened with Sub Status of Working

*** 08/07/2019 16:34:00 ***
20190807_144520.mp4 added by FRANCIS LE on 08/07/2019 16:33:39

*** 08/07/2019 16:39:25 ***
Web - Note created on 08/07/2019 16:39:25 and created by FRANCIS LE
I removed the engine from the vehicle and performed tear down. Check torque specs on the both cylinder head. Specification for first pass is 27.5-30.4 ftlb and I set the torque wrench to 30 ftlb. Found some of the head bolts were loose and some will not reach 30 ftlb. Checked head surface and found that Right hand cylinder head is warped measuring at .003 inch with a feeling gauge and straight edge. I have attached a video of me re-checking torque on the cylinder head.

*** Web - Advice created on 08/08/2019 08:00:18 and created by Douglas McKay ***
1: Jeffrey,
I can see in your video that you have found stripped or pulled cylinder block threads, you will need to replace the short block and one cylinder head.

*** Web - Advice created on 08/08/2019 08:01:22 and created by Douglas McKay ***
1: I need you to please complete, sign and attach the WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 08/08/2019 09:24:25 ***
Web - Note created on 08/08/2019 09:24:25 and created by FRANCIS LE
I have attached the PWA form to the case. Will I be replacing the necessary coolant hose/components because oil has made its way into the cooling system? Most of the coolant hoses is swollen because oil contamination.

*** 08/08/2019 09:24:26 ***
pwa 188251.pdf added by FRANCIS LE on 08/08/2019 09:24:26

*** Web - Advice created on 08/08/2019 13:30:11 and created by Douglas McKay ***
1: Yes follow PS539 guidelines on, Engine Component Re-use Guidelines.

*** Web - Advice created on 08/08/2019 13:31:46 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Web - Advice created on 08/08/2019 13:35:48 and created by Douglas McKay ***
1: Jeffrey,
We have made changes in our system, you will need to close this case and open a PWA case then reference it to this one. Thank you.

*** 08/08/2019 14:43:45 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: no work has been performed

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,076

Prod Date: 12/05/2013 **Warranty Start Date:** 01/15/2014

Dealer/Contact Data:

Dealer: NJ037 Global Kia

Phone: 9087574000 **FAX:** 9087534000

Contact: Gustavo Alpizar **Contact Title:** Dual Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 05/21/2019 05:56:05 ***
Contact = Gustavo Alpizar, Priority = Standard, Sub Status = Dispatched

*** 05/21/2019 05:56:05 ***
Web - Problem Description created on 05/21/2019 05:54:55 and created by Gustavo Alpizar
GOOD MORNING, Vehicle needs engine, over heating, coolant leaking out of left side head,looks like the head bolts pulled out of block

*** 05/21/2019 05:56:05 ***
Web - Diagnostics created on 05/21/2019 05:54:55 and created by Gustavo Alpizar
Visual inspection,pressure test cooling system

*** 05/21/2019 06:07:47 ***
1558443588718-407642367.jpg added by Gustavo Alpizar on 05/21/2019 06:07:45

*** 05/21/2019 06:07:49 ***
1558444038568-619689469.jpg added by Gustavo Alpizar on 05/21/2019 06:07:47

*** 05/21/2019 06:38:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 05/21/2019 06:44:19 and created by Sam Camarillo ***
1: Thanks for picture and PWA form
Please verify if the customer has valid service records and has followed the maintenance intervals recommended in the owner's manual. If records are not available or are incomplete please pull valve cover and take a photo of valve train and attach to the case. Let me know when it is uploaded.

*** 05/21/2019 07:00:37 ***
Web - Note created on 05/21/2019 07:00:37 and created by Gustavo Alpizar
SAM,I have verify the service records, they are good

*** 05/21/2019 07:29:58 ***
PWA Case 13183232 created by Sam Camarillo

*** Web - Advice created on 05/21/2019 07:30:23 and created by Sam Camarillo ***
1: Thanks much, I will create a PWA for you.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/21/2019 07:52:39 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,954

Prod Date: 09/06/2013 **Warranty Start Date:** 09/23/2013

Dealer/Contact Data:

Dealer: NY135 Northeast Kia

Phone: 9142226222 **FAX:** 9145123000

Contact: Marlon Aveiga **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/14/2019 13:04:12 ***
Contact = Marlon Aveiga, Priority = Standard, Sub Status = Dispatched

*** 05/14/2019 13:04:12 ***
Web - Problem Description created on 05/14/2019 13:04:12 and created by Marlon Aveiga
c/s vehicle overheats and then it goes back to normal temperature, had this problem since last year

*** 05/14/2019 13:04:13 ***
Web - Diagnostics created on 05/14/2019 13:04:12 and created by Marlon Aveiga
tech perform fault code search, no DTC'S, check for coolant level and condition coolant level was really low, almost no coolant at the radiator, coolant reservoir have a burning smell so the radiator, performed a block test and fluid change from blue to yellow showing a mix of coolant and oil, set the vehicle up on the air, and there is signs of leak coming from the head gasket..

*** 05/14/2019 13:31:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/14/2019 13:35:04 and created by Douglass McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
2: When disassembling the cylinder heads please check for stripped head bolts by checking the torque, if you find stripped bolts, please attach a video to this case for review, Thank you.

*** 05/15/2019 05:44:09 ***
52FF3F86-E576-4813-AD44-5B117B156CF0.jpeg added by Marlon Aveiga on 05/15/2019 05:44:08

*** 05/15/2019 05:44:11 ***
211331F5-DFE0-42C9-B982-73CA10BCFF9B.jpeg added by Marlon Aveiga on 05/15/2019 05:44:09

*** 05/15/2019 05:44:12 ***

75F7D868-7979-4EA6-968C-4DA584CCC7CF.jpeg added by Marlon Aveiga on 05/15/2019 05:44:11

*** 05/15/2019 05:44:14 ***
997E1244-BB7D-4F27-BAA1-3D824F216E40.jpeg added by Marlon Aveiga on 05/15/2019 05:44:12

*** 05/15/2019 05:59:58 ***
Web - Note created on 05/15/2019 05:59:58 and created by Marlon Aveiga
I just uploaded the pictures, they did not go trough the first time

*** Web - Advice created on 05/15/2019 08:47:53 and created by Douglass McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
When disassembling the cylinder heads please check for stripped head bolts by checking the torque, if you find stripped bolts, please attach a video to this case for review, Thank you.

*** 05/18/2019 10:48:25 ***
Web - Note created on 05/18/2019 10:48:25 and created by Marlon Aveiga
DPSM APPROVE THE DIAG, FOUND HEAD BOLTS LOSE AND SOME OF THEM OVERTIGHT, AND THERE IS ONE BOLT STRIPED I ATTACHED PICTURE!!

*** 05/18/2019 10:56:07 ***
B97D617D-0D62-4B3A-8E86-82FB7812AA9D.jpeg added by Marlon Aveiga on 05/18/2019 10:56:06

*** 05/18/2019 10:56:08 ***
F332BE38-9ACE-43B4-8BD9-0D16C7DE215E.jpeg added by Marlon Aveiga on 05/18/2019 10:56:08

*** Web - Advice created on 05/20/2019 08:09:16 and created by Douglass McKay ***
1: Marlon,
I need a video off the bolt turning in the block by hand with a ratchet or breaker bar and extension, thanks.

*** 05/21/2019 05:37:40 ***
B780C30F-1B2E-464C-9FEA-3E677157D2D5.MOV added by Marlon Aveiga on 05/21/2019 05:37:11

*** 05/21/2019 05:47:17 ***
Web - Note created on 05/21/2019 05:47:17 and created by Marlon Aveiga
It’s not possible to turn the head bolt, it’s rounded I took a video, I try using a stripped bolt removal kit but It didn’t work!!

*** 05/21/2019 08:50:19 ***
Web - Note created on 05/21/2019 08:50:18 and created by Marlon Aveiga
hello!!

*** Web - Advice created on 05/21/2019 11:02:32 and created by Douglass McKay ***
1: Hi Marlon,
Please, get help from your shop foreman, let me know the results, thanks.

*** 05/21/2019 12:47:04 ***
Web - Note created on 05/21/2019 12:47:04 and created by Marlon Aveiga
shop forman got fired, I upload the video like you told me, thank you!

*** 05/21/2019 12:49:56 ***
58016091355 _ 55AE1486-2DCE-44A7-8673-43532D98B434.MOV added by Marlon Aveiga on 05/21/2019 12:49:54

*** Web - Advice created on 05/21/2019 15:13:20 and created by Douglass McKay ***
1: You will just have to replace the head with the block.

*** Web - Advice created on 05/21/2019 15:13:43 and created by Douglass McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently

covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/21/2019 15:14:50 ***
PWA Case created for RA Case 13173366 by Douglass McKay

*** 05/22/2019 05:47:51 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,269

Prod Date: 09/04/2013 **Warranty Start Date:** 10/21/2013

Dealer/Contact Data:

Dealer: NY066 Auto World Kia

Phone: 5169384542 **FAX:** 5169357453

Contact: Larry Pikser **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/23/2019 08:40:23 ***
Contact = Larry Pikser, Priority = Standard, Sub Status = Dispatched

*** 05/23/2019 08:40:23 ***
Web - Problem Description created on 05/23/2019 08:40:23 and created by Larry Pikser
c/s vehicle overheating-towed in-verified overheat concern

*** 05/23/2019 08:40:23 ***
Web - Diagnostics created on 05/23/2019 08:40:23 and created by Larry Pikser
found low coolant level-coolant leaking from cyl.head mating surface w/block at bank 1-perform head gasket leak test-exaust gas detected in cooling system-also has dtc p2096

*** 05/23/2019 09:28:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/23/2019 09:30:53 and created by Jerry Gossling ***
1: Larry,
Thank you for the information. Please gain access to the head bolts and use a torque wrench to see if the head bolts will maintain a 65 FT LBS of torque.
Thank you

*** Phone - Advice created on 05/23/2019 11:33:43 and created by Douglass McKay ***
1: Tech called in, Chris Kotz is the tech working on the vehicle his password is not working yet. He stated that 3 of the 4 head bolts will not torque to specs, I advised him to attach a video of the torqueing procedure to this case for review.

*** 05/23/2019 12:01:30 ***
20190523_145243.mp4 added by Larry Pikser on 05/23/2019 11:59:40

*** 05/23/2019 12:16:00 ***
Web - Note created on 05/23/2019 12:16:00 and created by Larry Pikser

video attached

*** Web - Advice created on 05/24/2019 04:35:50 and created by Jerry Gossling ***
1: Larry,
Thank you for the information.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Please review Pitstop 561 on how to properly fill out the PWA form. Thank you

*** 05/24/2019 05:38:09 ***
155870141810817761198 80.jpg added by Larry Pikser on 05/24/2019 05:38:07

*** 05/24/2019 05:38:44 ***
Web - Note created on 05/24/2019 05:38:44 and created by Larry Pikser
Pwa core form attached

*** 05/24/2019 06:59:16 ***
PWA Case 13189290 created by Jerry Gossling

*** Web - Advice created on 05/24/2019 06:59:39 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** Case has been auto closed by the system on 06/09/2019 01:09:16 (PST)
*** 06/27/2019 13:13:37 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/27/2019 13:15:17 and created by Jerry Gossling ***
<For Internal Use Only
Tech called in to have the case reopened as it auto closed before he validated the warranty.>

*** Case has been auto closed by the system on 07/13/2019 01:11:38 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,897

Prod Date: 03/14/2013 **Warranty Start Date:** 07/19/2013

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Gregory Nelson **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Unusual odor - General # Coolant - Prior Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 05/23/2019 11:58:06 ***
Contact = Greg Nelson, Priority = Standard, Sub Status = Dispatched

*** 05/23/2019 11:58:06 ***
Web - Problem Description created on 05/23/2019 11:54:36 and created by Greg Nelson
C/S the engine is leaking coolant and smells something burning.

*** 05/23/2019 11:58:06 ***
Web - Diagnostics created on 05/23/2019 11:54:37 and created by Greg Nelson
Hello, have verified condition present, the burning smell is the coolant hitting the exhaust from a leak at the head gasket area from the rear of bank 2. Have attached a picture for review. This will be a first for me, usually they are already damaged more and need an engine. Reporting due to tear down needed and I'm sure our DPSM will ask if I have this in place before giving PWA auth. for tear down. Thank you, please let me know what else you might need.

*** 05/23/2019 11:58:09 ***
26053754.999.png added by Greg Nelson on 05/23/2019 11:58:07

*** 05/23/2019 12:46:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/23/2019 12:50:08 and created by Jerry Gossling ***
1: Greg,
Thank you for the information.
Please gain access to the head bolts to see if they will maintain a 65 FT LBS of torque by using a torque wrench. Please list the results.

Thank you

*** 05/23/2019 13:05:33 ***
Web - Note created on 05/23/2019 13:05:32 and created by Greg Nelson

Should we gain PDSM approval first? This will require over 1000 dollars to complete. Thanks

*** Web - Advice created on 05/23/2019 13:30:09 and created by Jerry Gossling ***
1: Greg,
Yes.
Thank you

*** 05/30/2019 14:39:01 ***
Web - Note created on 05/30/2019 14:39:01 and created by Greg Nelson
Hello Jerry, so we have the #3 bolt pulled out of the left bank head. We have stopped at this point. Do you need more? Thanks

*** Web - Advice created on 05/31/2019 04:33:52 and created by Jerry Gossling ***
1: Greg,
You remove 3 head bolts? or you have 3 head bolts stripped out?
Thank you

*** 05/31/2019 09:18:19 ***
Web - Note created on 05/31/2019 09:18:19 and created by Greg Nelson
Morning Jerry, sorry for the confusion, have attached a sheet indicating the one that did not hold. Not even close to 65lbs with a torque wrench. Didn't do any more. Would you like the others? Thank you. It is the number 1 bolt in my picture.

*** 05/31/2019 09:18:20 ***
26053754.111.pdf added by Greg Nelson on 05/31/2019 09:18:20

*** Web - Advice created on 05/31/2019 09:58:34 and created by Jerry Gossling ***
1: Greg,
Thank you for the clarification.
Based off of this information the engine will need to be replaced. Please provide a completely filled out WRTY 143 core data form so I can proceed with prior warranty authorization.
Thank you

*** 05/31/2019 10:24:08 ***
Web - Note created on 05/31/2019 10:24:08 and created by Greg Nelson
Hello again Jerry. Have added the WRTY 143 form. Thank you. Have a great weekend.

*** 05/31/2019 10:24:09 ***
26053754.555.pdf added by Greg Nelson on 05/31/2019 10:24:09

*** Web - Advice created on 05/31/2019 12:51:45 and created by Jerry Gossling ***
1: Greg,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 05/31/2019 12:51:53 ***
PWA has been authorized by Jerry Gossling

*** 05/31/2019 12:51:53 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 100,150

Prod Date: **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Kyle Marchi **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/16/2019 14:44:35 ***
Contact = Kyle Marchi, Priority = Standard, Sub Status = Dispatched

*** 05/16/2019 14:44:35 ***
Web - Problem Description created on 05/16/2019 14:43:32 and created by Kyle Marchi
Engine oil leak.

*** 05/16/2019 14:44:35 ***
Web - Diagnostics created on 05/16/2019 14:43:32 and created by Kyle Marchi
Confirmed oil leak. Pooling around both front and rear of transmission. Traced oil leak to block valley. Oil pressure switch leaking oil past connector. Replaced. Oil leak still present. Suspected pressure switch housing seal failure. Replaced gasket for switch housing Leak still present. Oil always pooling around bank 1 interior corner by timing cover. Suspected oil leaking past timing cover inner silicone seal. Completed resealing of front timing cover. Oil leak still present. Installed oil dye and sprayed valley with SPOTCHECK developer spray. Ran vehicle for 10 seconds. Removed upper intake manifold for inspection. If lower intake manifold is removed coolant leaks out and ruins inspection process. Using boroscope/endoscope found engine oil at bank 1 head gasket around cylinder 1 and 3. Oil leak repairs have been attempted prior to 100k miles. Vehicle now over 100k miles. Please advise.

*** 05/16/2019 14:48:08 ***
20190516_141235.mp4 added by Kyle Marchi on 05/16/2019 14:47:57

*** 05/16/2019 15:40:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/16/2019 15:53:00 and created by Douglass McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Because of prior repair attempts. Thank you.
2: Upon removal of cylinder heads check the torque of the head bolts for stripped or threads pulling from the cylinder block, if this condition is found please take a video and attach it to this case for review.

*** Service Alert Escalated to CA as: 13178496 on 05/17/2019 01:07:16 (PST)

*** 05/23/2019 13:23:59 ***
Web - Note created on 05/23/2019 13:23:59 and created by Kyle Marchi
Upon removal of cylinder head, found inside front head bolt finger tight. Removed bolt, no damage. Applied torque to bolt and found block will not hold more than about 20nm. Block threads came out with bolt. Took video and photo. Attached. Please advise.

*** 05/23/2019 13:25:53 ***
Web - Note created on 05/23/2019 13:25:52 and created by Kyle Marchi
Upon removal of cylinder head, found inside front head bolt finger tight. Removed bolt, no damage. Applied torque to bolt and found block will not hold more than about 20nm. Block threads came out with bolt. Took video and photo. Attached. Please advise.

*** 05/23/2019 13:26:11 ***
20190523_131139.mp4 added by Kyle Marchi on 05/23/2019 13:24:00

*** 05/23/2019 13:29:06 ***
Web - Note created on 05/23/2019 13:29:06 and created by Kyle Marchi
Upon removal of cylinder head, found inside front head bolt finger tight. Removed bolt, no damage. Applied torque to bolt and found block will not hold more than about 20nm. Block threads came out with bolt. Took video and photo. Attached. Please advise.

*** 05/23/2019 13:36:32 ***
15586437271136512233.jpg added by Kyle Marchi on 05/23/2019 13:36:31

*** Web - Advice created on 05/23/2019 15:43:17 and created by Douglass McKay ***
1: I need you to please complete, sign and attach the WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 05/23/2019 16:07:30 ***
Web - Note created on 05/23/2019 16:07:30 and created by Kyle Marchi
Attached WRTY143

*** 05/23/2019 16:07:31 ***
15586528038331612449831.jpg added by Kyle Marchi on 05/23/2019 16:07:30

*** Web - Advice created on 05/23/2019 16:11:02 and created by Douglass McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 05/23/2019 16:14:34 ***
PWA Case created for RA Case 13177880 by Douglass McKay

*** Case has been auto closed by the system on 06/08/2019 01:10:54 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,129

Prod Date: 10/29/2014 **Warranty Start Date:** 11/24/2014

Dealer/Contact Data:

Dealer: KS008 Briggs Kia

Phone: 7852677474 **FAX:** 7852466298

Contact: Damian Velazquez **Contact Title:** Service Consultant **Service District:** CE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/29/2019 15:42:37 ***
Contact = Damian Velazquez, Priority = Standard, Sub Status = Dispatched

*** 05/29/2019 15:42:37 ***
Web - Problem Description created on 05/29/2019 15:17:35 and created by Damian Velazquez
CUSTOMER STATE THAT THE CAR IS RUNNING HOT. THE THERMOSTAT NEEDLE STAYS AT 3/4 TO HOT

*** 05/29/2019 15:42:37 ***
Web - Diagnostics created on 05/29/2019 15:27:34 and created by Damian Velazquez
USED A COMBUSTION GAS CHECK FOR COOLING SYSTEM TO SEE IF THERE WAS COMBUSTION GASSES IN COOLING SYSTEM.TWO HEAD BOLTS ARE STRIPPED OUT THEIR THREADS.
CAN NOT REPAIR BLOCK THAT IS WHY A NEW ENGINE IS NEEDED

*** 05/29/2019 15:42:37 ***
111483.pdf added by Damian Velazquez on 05/29/2019 15:42:37

*** 05/30/2019 05:36:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/30/2019 05:41:54 and created by Steven Okimura ***
1: Damian, your dealer is DSA self authorizing so a PWA case is not necessary or required for engine replacement.
If you are no longer DSA, attach a video of the VIN a the head bolts showing the thread damage.
A photo of the valve train showing the engine was maintained.
<For Internal Use Only
f>

*** Case has been auto closed by the system on 06/15/2019 01:11:36 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 2,014

Prod Date: 10/24/2018 **Warranty Start Date:** 03/15/2019

Dealer/Contact Data:

Dealer: WV014 Freedom Kia of Clarksburg

Phone: 3045667830 **FAX:** 3045667829

Contact: Eric Depoy **Contact Title:** Service Manager **Service District:** SO05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# leaking from head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 06/04/2019 11:46:14 ***
Contact = Eric Depoy, Priority = Standard, Sub Status = Dispatched

*** 06/04/2019 11:46:14 ***
Web - Problem Description created on 06/04/2019 11:43:22 and created by Eric Depoy
customer states engine miss on cold start see previous tech case.

*** 06/04/2019 11:46:14 ***
Web - Diagnostics created on 06/04/2019 11:43:22 and created by Eric Depoy
replaced injectors per previous case. after vehicle sat in shop noticed a small bit of coolant on ground after tech pulled vehicle out. Pulled vehicle back into bay and performed a coolant pressure test and found coolant coming from back cylinder head between engine block and head this vehicle has 2000 miles and has been down for for several days. do we want to go with normal repair procedure for cylinder head repair or possible engine replacement being such low mileage. This customer had a 17 sportage that was part of the pi1802 that was down for over 5 months and ended up trading for this vehicle.

*** 06/04/2019 12:14:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/04/2019 12:17:27 and created by Brian Lall ***
1: Thanks for letting me know the history on this vehicle and what you have found. Please pressurize the cooling system then attach a picture showing the source of the leak to the case and contact your DPSM for authorization to remove the head and to inspect for damage and to perform repairs as needed. Thanks.

*** Service Alert Escalated to CA as: 13178554 on 06/05/2019 01:05:31 (PST)
*** 06/05/2019 12:43:49 ***
Web - Note created on 06/05/2019 12:43:49 and created by Eric Depoy
attached is pictures of the leak thank you

*** 06/05/2019 12:43:49 ***

5CF7B3DB.jpg added by Eric Depoy on 06/05/2019 12:43:49

*** 06/05/2019 12:43:50 ***
5CF7B3D2.jpg added by Eric Depoy on 06/05/2019 12:43:49

*** Web - Advice created on 06/10/2019 06:21:57 and created by Brian Lall ***
1: Thanks for the pictures. Please get authorization from your DPSM to remove the head and to inspect. Thanks.

*** 06/17/2019 05:17:38 ***
Web - Note created on 06/17/2019 05:17:38 and created by Eric Depoy
still waiting on parts vehicle has been down over 30 days

*** Web - Advice created on 06/17/2019 13:20:30 and created by Brian Lall ***
1: Thanks for the update. Please work with your DPSM and/or the parts hotline to try and expedite the parts. Thanks.

*** Case has been auto closed by the system on 07/03/2019 01:12:44 (PST)
*** 07/08/2019 06:20:38 ***
Case Number: XXXXXXXX Reopen Requested by Eric Depoy.
Reason: [vehicle coolant leak is fixed. Still jerks on moderate acceleration. assumed repairing head gasket leak would take care of jerking and engine miss. this is a 3rd repair attempt and the vehicle was down over 30 days. would like a request for a field engineer to come and inspect vehicle. see prior cases for all diag performed.]

*** 07/08/2019 09:14:53 ***
Reopen Denied by Brian Lall
Reason: You will need another case for the misfire since this one was for the coolant leak and has been fixed.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 102,352

Prod Date: 03/23/2013 **Warranty Start Date:** 08/29/2013

Dealer/Contact Data:

Dealer: OR007 Kiefer Kia

Phone: 5413020909 **FAX:** 5413498188

Contact: Paul Sucamele **Contact Title:** Service Manager **Service District:** WE09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: advised to consult DPSM

Case History

*** 06/07/2019 07:41:43 ***
Contact = Paul Sucamele, Priority = Standard, Sub Status = Dispatched

*** 06/07/2019 07:41:43 ***
Web - Problem Description created on 06/07/2019 07:41:43 and created by Paul Sucamele
cust is oe owner and has 102352 . How has a blow head gasket and what help from KIA

*** 06/07/2019 07:41:43 ***
Web - Diagnostics created on 06/07/2019 07:41:43 and created by Paul Sucamele
PRESSURE TEST COOLING SYSTEM N/G.. HEAD GASKET LEAKING WATER IN OIL

*** 06/07/2019 08:44:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/07/2019 08:49:23 and created by Eric Patterson ***
1: Please add a video of the head gasket leak and the coolant mixed into the oil system. Then you will need your DPSM to review the video and see if they would like to offer assistance in this case. Unfortunately I do not have the power to override the warranty limits, but your DPSM can assist.

*** Case has been auto closed by the system on 06/23/2019 01:09:30 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,824

Prod Date: 11/05/2013 **Warranty Start Date:** 12/26/2013

Dealer/Contact Data:

Dealer: WA012 Chuck Olson Kia

Phone: 2069623418 **FAX:** 2065427911

Contact: Konstantin Ivanov **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: MIL - PCM # P0304 P0638 Engine Smokig

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced short block

Case History

*** 06/07/2019 09:57:13 ***
Contact = Konstantin Ivanov, Priority = Standard, Sub Status = Dispatched

*** 06/07/2019 09:57:13 ***
Web - Problem Description created on 06/07/2019 09:57:13 and created by Konstantin Ivanov
CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON, ALSO NOTES THAT THE ENGINE IS BLOWING WHITE SMOKE

*** 06/07/2019 09:57:13 ***
Web - Diagnostics created on 06/07/2019 09:57:13 and created by Konstantin Ivanov
CONFIRMED.
FOUND COOLANT LEVEL LOW, CODES P0638 AND P0304 PRESENT.
INSPECTED AND FOUND COOLANT IN CYLINDERS 2 AND 4 .

*** 06/07/2019 10:54:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/07/2019 11:01:19 and created by Douglas McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** 06/07/2019 11:38:14 ***
Web - Note created on 06/07/2019 11:38:14 and created by Konstantin Ivanov
Head bolts loose?

*** Web - Advice created on 06/07/2019 14:42:08 and created by Douglas McKay ***
1: Yes check for loose head bolts that wont torque back down and attach a video. Thanks.

*** 06/11/2019 08:02:55 ***
Web - Note created on 06/11/2019 08:02:55 and created by Konstantin Ivanov
5 BOLTS LOOSE AND THREADS STRIPPED .

*** 06/11/2019 08:03:09 ***
IMG_7777[1].MOV added by Konstantin Ivanov on 06/11/2019 08:02:55

*** 06/11/2019 08:03:10 ***
IMG_7778[1].JPG added by Konstantin Ivanov on 06/11/2019 08:03:09

*** Web - Advice created on 06/11/2019 15:56:32 and created by Douglas McKay ***
1: Konstantin,
Thank you for the video.

*** Web - Advice created on 06/11/2019 15:56:52 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/11/2019 15:58:07 ***
PWA Case 13216320 created by Douglas McKay

*** Web - Advice created on 06/11/2019 16:01:13 and created by Douglas McKay ***
1: I have generated a PWA case for you: please validate the vehicle warranty so the PWA can be approved.

*** Case has been auto closed by the system on 06/27/2019 01:11:10 (PST)
*** 07/29/2019 07:39:23 ***
Case Number: XXXXXXXX Reopen Requested by Konstantin Ivanov.
Reason: [Hi, after short b lock replacement having some vibration at idle, oil control valves replaced with the short block, original cam phasers and chains .
Initially had p0018 in history , checked timing and confirmed good.
No codes after multiple test drives , only concern is slight vibration at idle.]

*** 07/29/2019 10:53:20 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/29/2019 10:59:12 and created by Douglas McKay ***
1: Konstantin,
Please, attach a 10 minute all engine data flight recording while road testing and at idle with the concern currently present, thank you.

*** 07/31/2019 13:22:31 ***
Web - Note created on 07/31/2019 13:22:31 and created by Konstantin Ivanov
Hi
Performed engine adaptive values reset , at this time all ok and no codes present .
Will close the case .
Thank you

*** 07/31/2019 13:23:26 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,903

Prod Date: 03/21/2014 **Warranty Start Date:** 04/14/2014

Dealer/Contact Data:

Dealer: MO031 Hw Kia of West County

Phone: 6365912900 **FAX:** 6365912913

Contact: Robert Biggs **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats # Head bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/12/2019 12:27:10 ***
Contact = Robert Biggs, Priority = Standard, Sub Status = Dispatched

*** 06/12/2019 12:27:10 ***
Web - Problem Description created on 06/12/2019 12:27:10 and created by Robert Biggs
vehicle is over heating

*** 06/12/2019 12:27:10 ***
Web - Diagnostics created on 06/12/2019 12:27:10 and created by Robert Biggs
vehicle over heats very quickly
raised vehicle in the air and found coolant coming from front bank head gasket area.
removed left bank valve cover and tryed to tighten headbolts. found head bolts to be loose and will not tighten

*** 06/12/2019 13:34:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/12/2019 13:36:39 and created by Jerry Gossling ***
1: Robert,
Thank you for the information.
Please have the service advisor check to see if the vehicle still has power train warranty.
Thank you

*** 06/13/2019 05:19:57 ***
Web - Note created on 06/13/2019 05:19:57 and created by Robert Biggs
this vehicle is still covered under power train warranty

*** Web - Advice created on 06/13/2019 10:02:31 and created by Jerry Gossling ***
1: Robert,
Thank you for the information. Please provide a video of the vin number, The valve train with the valve cover removed and of the inside of the radiator fill neck.

NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Please review Pitstop 561 on how to properly fill out the PWA form. Thank you

*** 06/13/2019 10:51:00 ***
Web - Note created on 06/13/2019 10:51:00 and created by Robert Biggs
Video attached

*** 06/13/2019 10:51:08 ***
trim.3881ACCB-5D50-4804-A3E0-C5914BC85B9D.MOV added by Robert Biggs on 06/13/2019 10:51:00

*** 06/13/2019 11:10:15 ***
Web - Note created on 06/13/2019 11:10:15 and created by Robert Biggs
Core sheet attached

*** 06/13/2019 11:10:17 ***
IMG_0097.JPG added by Robert Biggs on 06/13/2019 11:10:16

*** 06/13/2019 13:54:37 ***
PWA Case 13220080 created by Jerry Gossling

*** Web - Advice created on 06/13/2019 13:55:00 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 06/14/2019 06:10:25 ***
Web - Note created on 06/14/2019 06:10:25 and created by Robert Biggs
no long block is available should i reuse the heads or replace them. thank you

*** Web - Advice created on 06/14/2019 09:50:13 and created by Jerry Gossling ***
1: Robert,
I recommend to reuse the original cylinder heads.
NOTE, if you send the heads out for inspection at the machine shop DO NOT allow them to resurface the cylinder heads as this is against Kia's policy.
Thank you

*** Case has been auto closed by the system on 06/30/2019 01:08:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,501

Prod Date: 08/17/2013 **Warranty Start Date:** 12/29/2013

Dealer/Contact Data:

Dealer: FL123 Sunset Kia of Sarasota

Phone: 9413087707 **FAX:** 9413087715

Contact: Matthew Peachey **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/05/2019 06:35:42 ***
Contact = Matthew Peachey, Priority = Standard, Sub Status = Dispatched

*** 06/05/2019 06:35:42 ***
Web - Problem Description created on 06/05/2019 06:35:42 and created by Matthew Peachey
customer towed vehicle in after stating it overheating for past couple of days

was completely unable for system to build pressure in cooling system, found radiator cap to be failed causing engine engine to run hot

replace radiator cap and system was able to build pressure, no misfire and engine runs properly,

before returning vehicle to customer decided to block test and it failed, then filled radiator funnel with coolant and engine pushed oil into radiator, as it warmed up

tested radiator with a digital thermometer and found center of radiator end tank with cooling issue, top and bottom have 30 degree difference between center of radiator but equal on starting end tank

*** 06/05/2019 06:35:43 ***
Web - Diagnostics created on 06/05/2019 06:35:42 and created by Matthew Peachey
customer towed vehicle in after stating it overheating for past couple of days

was completely unable for system to build pressure in cooling system, found radiator cap to be failed causing engine engine to run hot

replace radiator cap and system was able to build pressure, no misfire and engine runs properly,

before returning vehicle to customer decided to block test and it failed, then filled radiator funnel with coolant and engine pushed oil into radiator, as it warmed up

tested radiator with a digital thermometer and found center of radiator end tank with cooling issue, top and bottom have 30 degree difference between center of radiator but equal on starting end tank

replaced engine in december 2018 vehicle has had no issues since after about 7000 miles driving radiator failed

*** 06/05/2019 06:39:22 ***
Web - Note created on 06/05/2019 06:39:22 and created by Matthew Peachey
Added pics of blowby

*** 06/05/2019 06:39:24 ***
B851D341-2E67-4E2F-A91E-7DA86B49730B.jpeg added by Matthew Peachey on 06/05/2019 06:39:22

*** 06/05/2019 06:39:26 ***
9F28D182-07AC-493F-8FD8-4A2A7DF8EB3B.jpeg added by Matthew Peachey on 06/05/2019 06:39:24

*** 06/05/2019 07:47:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/05/2019 07:51:20 and created by Douglas McKay ***
1: Matthew,
Please, perform a block leak test and let me know the results. Thank you.

*** Web - Advice created on 06/05/2019 07:52:29 and created by Douglas McKay ***
2: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
3: When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** Service Alert Escalated to CA as: 13208202 on 06/06/2019 01:05:27 (PST)

*** 06/11/2019 06:00:18 ***
Web - Note created on 06/11/2019 06:00:18 and created by Matthew Peachey
Leak down test: 1: 8%, 2: 5%, 3: 18%, 4: 4%, 5:14%, 6: 4%
No problems found at all on front left bank, bank 2, cylinder 3 on leak down pressurized coolant system heavily and leaked out radiator
Upon tear down found no reason to remove front head as all head bolts were tight and the bank 1 head the corners were very much so tighter than the center head bolts and everything torqued in without stripping. But at cylinders 3 and 5 the head bolts were loose like they had stretched from over heating, used machining guide and found no more than .0010-.0015 warp at any point all within spec. Pictures and videos to follow. I did not remove the front head since there were no issues with the leak down or running concerns related and all head bolts were still torqued. Engine ran fine just began heating up more and more as it ran.

There is coolant in cylinder 3 with tiny amounts of rust scale building at top of cylinder liner but removes easily with oil and Emory cloth.
Pictures and videos to follow.
Torque wrench videos have a 1/2” drive snap on gen 2 digital torque wrench set to 60 ft-lbs

*** 06/11/2019 06:08:29 ***
3A031DB5-1498-4F14-90FB-B765FBE5DD6E.MOV added by Matthew Peachey on 06/11/2019 06:08:25

*** 06/11/2019 06:08:36 ***
CA86485C-D143-4EAD-A655-7922688FACAC.MOV added by Matthew Peachey on 06/11/2019 06:08:30

*** 06/11/2019 06:08:38 ***
FD9C083F-BA45-4FB8-8DA4-BB94FC53F765.jpeg added by Matthew Peachey on 06/11/2019 06:08:36

*** 06/11/2019 06:08:40 ***
6AE424AE-6EA3-4E42-B550-D6FBFA1D4992.jpeg added by Matthew Peachey on 06/11/2019 06:08:39

*** 06/11/2019 06:08:41 ***
7DDFDB55-A5DB-4923-B355-5BEA172DA05B.jpeg added by Matthew Peachey on 06/11/2019 06:08:40

*** 06/11/2019 06:08:43 ***
C1B76E10-1750-4F36-9A98-462C0258EA37.jpeg added by Matthew Peachey on 06/11/2019 06:08:42

*** 06/11/2019 06:08:45 ***
E5A9686D-7EA2-4BAD-941A-D98AD99E6AD8.jpeg added by Matthew Peachey on 06/11/2019 06:08:43

*** 06/11/2019 06:08:47 ***
315D727C-223A-4CAE-8218-650E33E21A1C.jpeg added by Matthew Peachey on 06/11/2019 06:08:45

*** 06/11/2019 06:08:48 ***
8A3B5297-3E5A-4CD1-98A8-60FAB96CA98E.jpeg added by Matthew Peachey on 06/11/2019 06:08:47

*** 06/11/2019 06:08:50 ***
36B92228-D23C-41F8-A010-F5B43D15D4A6.jpeg added by Matthew Peachey on 06/11/2019 06:08:48

*** 06/11/2019 06:10:24 ***
Web - Note created on 06/11/2019 06:10:24 and created by Matthew Peachey
Photos and videos added, as you can see the bank 1 head is loose compared to bank 2, however I found the gasket to have showings where it blew by and but no damage to head or block. Engine is in good condition overall

*** Web - Advice created on 06/11/2019 15:46:01 and created by Douglas McKay ***
1: In your video it shows the head bolts not holding, you need to replace the Short block.
I need you to please complete, sign and attach the WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 06/12/2019 06:32:41 ***
Web - Note created on 06/12/2019 06:32:41 and created by Matthew Peachey
Core data updated

*** 06/12/2019 06:32:43 ***
image.jpg added by Matthew Peachey on 06/12/2019 06:32:42

*** Web - Advice created on 06/12/2019 12:56:10 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/12/2019 13:00:21 ***
PWA Case created for RA Case 13206142 by Douglas McKay

*** 06/13/2019 05:48:40 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,458

Prod Date: 07/30/2014 **Warranty Start Date:** 10/18/2014

Dealer/Contact Data:

Dealer: CA175 Future Kia

Phone: 5592946300 **FAX:** 5592910798

Contact: Gerardo Melchor **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 06/05/2019 15:29:43 ***
Contact = Gerardo Melchor, Priority = Standard, Sub Status = Dispatched

*** 06/05/2019 15:29:43 ***
Web - Problem Description created on 06/05/2019 15:29:43 and created by Gerardo Melchor
CUSTOMER STATES VEHICLE OVERHEATED AND CHECK ENGINE LIGHT CAME OUT.

*** 06/05/2019 15:29:43 ***
Web - Diagnostics created on 06/05/2019 15:29:43 and created by Gerardo Melchor
VEHICLE RUNNING ROUGH WITH ROUGH IDLE. NO CHECK ENGINE LIGHT ON. FOUND COOLANT LEVEL LOW. FOUND HISTORY DTC P0300, P0301, & P0303. USING CURRENT DATA ONLY FOUND CYL #6 WITH MISFIRE COUNT. PERFORMED INJECTOR ACTUATION AND FOUND A CHANGE ON ALL CYLINDERS. VERIFIED NO SIGN OF CIRCUIT DAMAGE. REMOVED SPARK PLUGS VERIFIED OK. REMOVED Y-PIPE AND FOUND NO DAMAGE TO ANY CATALYTIC CONVERTERS. PERFORMED ALCOHOL/FUEL CONTENT TEST AND VERIFIED RESULTS WITHIN SPECS. DURING INSPECTION FOUND RESIDUE ALONG BANK 1 HEAD GASKET AND REAR OF TIMING COVER. PERFORMED BLOCK TEST, BLOCK TEST FAILED. OIL SEEMS A LITTLE DIRTY ALSO.

*** 06/06/2019 05:35:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/06/2019 05:38:25 and created by Tony Thomas ***
1: Validate proper maintenance and warranty and pressure test the cooling system to see if you can find which head (or both) are leaking. Get approval to pull the head or heads and verify the bolts to not pull the threads from the block on disassembly.

*** 06/12/2019 11:23:18 ***
Web - Note created on 06/12/2019 11:23:18 and created by Gerardo Melchor
PERFORMED COMPLETE DISASSEMBLY. UPON REMOVING HEAD BOLTS FOUND THREAD CAME OUT WITH ONE BOLT ON EACH BANK. ALSO FOUND ALL BUT 3 HEAD BOLTS NOT TORQUED TO SPECS AND BROKE LOOSE EASILY.

*** Web - Advice created on 06/12/2019 13:00:48 and created by Tony Thomas ***
1: Attach a photo of the valve train and the head bolts with the threads pulled from the block. If proper maintenance and warranty are validated, please attach a copy of the required WRTY143 engine core data form.

*** 06/12/2019 13:46:13 ***
Web - Note created on 06/12/2019 13:46:12 and created by Gerardo Melchor
Maintenance verified and photos uploaded

*** 06/12/2019 13:46:15 ***
EE65182F-5E63-4663-B401-9C2136CAA203.jpeg added by Gerardo Melchor on 06/12/2019 13:46:13

*** 06/12/2019 13:46:18 ***
A1AD82A3-1BAC-49AE-8D67-0AA28798C73D.jpeg added by Gerardo Melchor on 06/12/2019 13:46:15

*** 06/12/2019 13:46:20 ***
8CBBC0C4-8C37-40D4-9FF9-F1DCBAA29281.jpeg added by Gerardo Melchor on 06/12/2019 13:46:18

*** 06/12/2019 13:46:23 ***
C8F8329D-4145-4DEB-96A7-2857F532FBD1.jpeg added by Gerardo Melchor on 06/12/2019 13:46:20

*** Web - Advice created on 06/12/2019 13:51:54 and created by Tony Thomas ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/12/2019 13:52:28 ***
PWA Case created for RA Case 13207673 by Tony Thomas

*** 06/12/2019 13:56:16 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 28,837

Prod Date: 02/18/2013 **Warranty Start Date:** 04/20/2013

Dealer/Contact Data:

Dealer: CA234 Michael Stead's Hilltop Kia

Phone: 5102224444 **FAX:** 5107587358

Contact: Daniel Vargas **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/19/2019 15:43:33 ***
Contact = Daniel Vargas, Priority = Standard, Sub Status = Dispatched

*** 06/19/2019 15:43:33 ***
Web - Problem Description created on 06/19/2019 15:43:33 and created by Daniel Vargas
CUSTOMER STATES THERE IS A COOLANT LEAK PRESENT.

*** 06/19/2019 15:43:34 ***
Web - Diagnostics created on 06/19/2019 15:43:33 and created by Daniel Vargas
CONFIRMED CUSTOMERS CONCERN. PRESSURE TESTED COOLING SYSTEM. NOTICED LEAK COMING FROM THE FRONT CYLINDER HEAD AREA. BELIEVED IT TO BE FROM TSTAT HOUSING, BUT WHEN TURNING VEHICLE ON, NOTICED A LOT OF WHITE SMOKE COMING FROM TAILPIPE. SENT VIDEO ATTACHMENT. AND VEHICLE HAS SLIGHT MISFIRE. NO CODES PRESENT.

*** 06/19/2019 15:44:56 ***
20190619_153710.mp4 added by Daniel Vargas on 06/19/2019 15:44:51

*** 06/20/2019 06:01:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/20/2019 06:03:47 and created by Frank Lusic ***
1: hello Darniel
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 06/20/2019 13:06:14 ***
Web - Note created on 06/20/2019 13:06:14 and created by Daniel Vargas
REMOVED CAMS ON BANK 1(FIREWALL SIDE) AND DID HAVE 1 HEAD BOLT LOOSE AND IT JUST KEPT SPINNING.

WOULD NOT TORQUE PASS 35FT LBS

*** Web - Advice created on 06/20/2019 13:37:15 and created by Frank Lusic ***
1: Thank you
Please attach the WRTY143 Core Data Form for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 06/20/2019 16:25:04 ***
Web - Note created on 06/20/2019 16:25:03 and created by Daniel Vargas
Added pwa

*** 06/20/2019 16:25:06 ***
15610730524093787368429637096780.jpg added by Daniel Vargas on 06/20/2019 16:25:04

*** Web - Advice created on 06/21/2019 06:10:40 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/21/2019 06:11:07 ***
PWA Case created for RA Case 13229297 by Frank Lusic

*** 06/21/2019 13:31:32 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,009

Prod Date: 04/23/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: IL074 World Kia Joliet

Phone: 8157252575 **FAX:** 8158468964

Contact: Pete Sustaita **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: out by 9 miles, DPSM

Case History

*** 06/26/2019 09:40:10 ***
Contact = Pete Sustaita, Priority = Standard, Sub Status = Dispatched

*** 06/26/2019 09:40:10 ***
Web - Problem Description created on 06/26/2019 09:40:10 and created by Pete Sustaita
customer states vehicle is overheating and runs rough on first start up. check coolant level and found no visible sign of coolant in radiator. while level was low
performed combustion leak check and found exhaust gases coming thru radiator. video has been attached

*** 06/26/2019 09:40:10 ***
Web - Diagnostics created on 06/26/2019 09:40:10 and created by Pete Sustaita
kds
kgis

*** 06/26/2019 09:40:56 ***
589941 video.mp4 added by Pete Sustaita on 06/26/2019 09:40:11

*** 06/26/2019 11:00:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/26/2019 11:04:05 and created by Eric Patterson ***
1: Thank you for the video, I see the exhaust gasses in the cooling system. Thank you.
2: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
3: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 45 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Service Alert Escalated to CA as: 13240340 on 06/27/2019 01:06:50 (PST)

*** 07/02/2019 07:07:17 ***
Web - Note created on 07/02/2019 07:07:17 and created by Pete Sustaita
results of torque check were as follows. bank 1 cylinder head had 2 bolts break loose and spin freely at 45 ft-lbs. Bank 2 had 3 bolts break loose at 45 ft-lbs. all bolts that broke free
were all toward the transmission mounting side of the engine.

*** Web - Advice created on 07/02/2019 08:30:02 and created by Eric Patterson ***
1: Thank you for the inspection results.

The heads will need removed and inspected for warpage.

If they are warped I would recommend a long block, if not please send them out for pressure checking and a valve job.
Please obtain approval from the DPSM to remove the heads for I inspection.
2: The block will need replaced based on the threads are compromised to hold the cylinder heads down to proper torque.
3: Please let me know if the heads will need replaced. Please also add the WRTY 143 form to the case for the block approval.
Thanks Pete.

*** Web - Advice created on 07/02/2019 08:30:53 and created by Eric Patterson ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: I see the vehicle is 9 miles over the 60 K. please double check and make sure the engine has valid powertrain.

*** 07/02/2019 08:55:12 ***
Web - Note created on 07/02/2019 08:55:12 and created by Pete Sustaita
have added 143 from. I believe that the dpsm has already approved tear down for inspect and this will be a goodwill situation

*** 07/02/2019 08:55:13 ***
WRTY143 Engine TechLine Core Form-signed589941.pdf added by Pete Sustaita on 07/02/2019 08:55:13

*** Web - Advice created on 07/02/2019 11:42:30 and created by Eric Patterson ***
1: Thank you, I will not be able to approve the case for you as the mileage is too big. if the DPSM approves the repair then
2: The DPSM will issue you the PWA approval. Thank you for the update.

*** 07/17/2019 07:48:57 ***
Web - Note created on 07/17/2019 07:48:56 and created by Pete Sustaita
dpsm has approved the engine, thank you

*** 07/17/2019 07:49:13 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: out by 9 miles, DPSM approval goodwill

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,464

Prod Date: 10/25/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: AZ047 Camelback Kia

Phone: 6022491133 **FAX:** 6022429336

Contact: JOHN STAPLES **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/26/2019 11:45:37 ***
Contact = JOHN STAPLES, Priority = Standard, Sub Status = Dispatched

*** 06/26/2019 11:45:37 ***
Web - Problem Description created on 06/26/2019 11:45:37 and created by JOHN STAPLES
CUSTOMER STATES ENGINE OVER HEATED. HAD RECENT THERMOSTAT REPLACEMENT AT KIA DEALER. ENGINE STILL OVER HEATING

*** 06/26/2019 11:45:37 ***
Web - Diagnostics created on 06/26/2019 11:45:37 and created by JOHN STAPLES
THERMOSTAT ALREADY REPLACED. AFTERMARKET RADIATOR CAP ON RADIATOR. NO COOLANT IN RADIATOR. AFTERMARKET RADIATOR CAP HAS BEEN LEAKING FOR SOME TIME.
COOLANT LEAK DOWN SIDE OF RADIATOR FROM CAP. NO OVER FLOW FROM COOLANT RESERVOIR. COOLANT LEAKING AT CAP. PERFORMED BLOCK TEST: FAILED. TEST FLUID TURNS YELLOW QUICKLY. ENGINE HAS BLOWN HEAD GASKET
.

*** 06/26/2019 13:57:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/26/2019 13:59:55 and created by Frank Lusic ***
1: Hello John attach a quick video of the Block Test to this case

2: also attach the core form too

*** 06/26/2019 14:17:01 ***
20190626_141435.mp4 added by JOHN STAPLES on 06/26/2019 14:16:32

*** Web - Advice created on 06/26/2019 14:21:46 and created by Frank Lusic ***
1: Thank you ,Please attach the WRTY143 Core Data Form for approval

I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.
Based on the information that you have provided the engine will need to be replaced
Please refer to PS561

*** 06/26/2019 14:33:39 ***
156158476786823235065 5.jpg added by JOHN STAPLES on 06/26/2019 14:33:37

*** Web - Advice created on 06/26/2019 14:40:36 and created by Frank Lusic ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
You will NOT be using a QQK part number
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign

*** 06/26/2019 14:40:45 ***
PWA has been authorized by Frank Lusic

*** 06/26/2019 14:40:45 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,542

Prod Date: 07/25/2013 **Warranty Start Date:** 09/01/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Robert Ouellet **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/09/2019 09:01:20 ***
Contact = Kosta Bahos, Priority = Standard, Sub Status = Dispatched

*** 05/09/2019 09:01:20 ***
Web - Problem Description created on 05/09/2019 09:01:20 and created by Kosta Bahos
eng. is running hot and coolant is leaking from rt. side cyl. head.

*** 05/09/2019 09:01:21 ***
Web - Diagnostics created on 05/09/2019 09:01:20 and created by Kosta Bahos
removed rt. valve cover and found head bolts are loose and will not Torque to specs.

*** 05/09/2019 09:34:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/09/2019 09:47:30 and created by Mike Ozonur ***
1: Please remove the head bolt and attach picture to the case
2: please provide a picture or the cylinder head leaking
3: next Need to remove cylinder heads and measure the block and head surface flatness with a precision straight edge and a filler gauge.

*** 05/09/2019 11:19:42 ***
Web - Note created on 05/09/2019 11:19:42 and created by Kosta Bahos
Who is going to pay the tear down time to remove the cyl. heads? please provide approval number and labor time. thank you

*** Web - Advice created on 05/09/2019 15:58:28 and created by Mike Ozonur ***
1: Hello sir it is part of diagnosing the concern,
2: techline provides authorizations for engine and auto transmissions only, techline does not have labor op codes for repairs or diagnosis
3: if you have any questions please contact your DPSM

*** 05/11/2019 12:53:31 ***
20190510_160308.jpg added by Kosta Bahos on 05/11/2019 12:53:29

*** 05/11/2019 12:53:32 ***
20190510_160325.jpg added by Kosta Bahos on 05/11/2019 12:53:31

*** 05/11/2019 12:53:34 ***
20190511_124351.jpg added by Kosta Bahos on 05/11/2019 12:53:33

*** 05/11/2019 12:53:36 ***
20190511_124426.jpg added by Kosta Bahos on 05/11/2019 12:53:34

*** Web - Advice created on 05/11/2019 13:28:40 and created by Mike Ozonur ***
1: Thanks for the pictures
Please provide a picture of the valve train
2: please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO# mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks

*** 05/14/2019 08:35:09 ***
20190514_083131.jpg added by Kosta Bahos on 05/14/2019 08:35:04

*** Web - Advice created on 05/14/2019 11:03:01 and created by Mike Ozonur ***
1: Good morning Kosta
is there any sludge in the engine
2: if you can please provide a picture of the valve train,

*** 05/14/2019 16:43:40 ***
20190514_163954.jpg added by Kosta Bahos on 05/14/2019 16:43:38

*** Web - Advice created on 05/15/2019 07:24:26 and created by Mike Ozonur ***
1: Thank you Kosta
Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines
2: is the customer the original owner of the vehicle
3: if the vehicle has powertrain warranty Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** Case has been auto closed by the system on 05/31/2019 01:10:00 (PST)

*** Service Alert Escalated to CA as: 13184532 on 06/22/2019 01:04:42 (PST)
*** 06/25/2019 06:44:52 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/25/2019 06:47:04 and created by Brian Lall ***
1: The case was reopened as requested by the tech since a PWA was never created. In a duplicate case the tech stated: 13166301 reopen case please

Web - Diagnostics created by Robert Ouellet

we sent the pwa but never got the case number

2: Robert, I am not sure why the original agent never created the PWA case to move forward with the authorization. Has this engine already been replaced and has the vehicle been released?

*** 06/25/2019 09:13:08 ***
Web - Note created on 06/25/2019 09:13:07 and created by Robert Ouellet

i dont no why it was never opened by your end everything was submitted and approved. we just need the pwa to move forward.

*** 06/25/2019 11:20:52 ***
Web - Note created on 06/25/2019 11:20:52 and created by Robert Ouellet
hello

*** 06/25/2019 14:34:43 ***
Web - Note created on 06/25/2019 14:34:43 and created by Robert Ouellet
hello, can i please get a pwa number thank you

*** 06/26/2019 17:26:03 ***
Web - Note created on 06/26/2019 17:26:03 and created by Robert Ouellet
come on really 3 days with no response

*** Web - Advice created on 06/27/2019 04:52:11 and created by Brian Lall ***
1: Sorry for the delay. If you do not get a response in the time you need it, please call in. I just needed to be sure the repair had not yet been completed.

*** 06/27/2019 04:52:43 ***
PWA Case created for RA Case 13166301 by Brian Lall

*** Web - Advice created on 06/27/2019 04:53:14 and created by Brian Lall ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 06/27/2019 08:34:24 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,399

Prod Date: 05/16/2014 **Warranty Start Date:** 08/09/2014

Dealer/Contact Data:

Dealer: CO036 Peak Kia Colorado Springs

Phone: 7197856100 **FAX:** 7197856174

Contact: Nathaniel Arnold **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Rough idle/Misfire #

Symptom: Misfire **DTC:**

System: Fuel System

Component: Fuel Injector

Resolution:

Case History

*** 06/28/2019 13:04:59 ***
Contact = Michael Nocito, Priority = Standard, Sub Status = Dispatched

*** 06/28/2019 13:04:59 ***
Web - Problem Description created on 06/28/2019 13:04:59 and created by Michael Nocito
customer states when starting cold engine,it will run poorly and black smoke from tail pipe.

*** 06/28/2019 13:05:00 ***
Web - Diagnostics created on 06/28/2019 13:05:00 and created by Michael Nocito
monitored misfire count on kds cylinders 2,4 and 6 will misfire up to 80 to 100 times , want to confirm if ocv should be inspected or fuel injectors? no cel or dtc's

*** 06/28/2019 14:04:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin RA cases

*** Web - Advice created on 06/28/2019 14:11:45 and created by Mike Ozonur ***
1: please provide all engine data flight recording.
2: please remove the spark plugs and attach a picture to the case,
3: what are the fuel trims levels

*** 07/01/2019 11:50:35 ***
SORENTO(XM)_ENGINE_190701-115342.GSR added by Michael Nocito on 07/01/2019 11:50:35

*** Web - Advice created on 07/01/2019 13:35:37 and created by Mike Ozonur ***
1: please perform block test,
2: please provide a picture of the spark plugs
3: Please perform compression and leak down test thanks Michael

*** 07/02/2019 08:09:50 ***
Web - Note created on 07/02/2019 08:09:50 and created by Michael Nocito

compression on 2,4,6 are all170 psi, cylinder leak down for those cylinders as well were less then 5%.

*** 07/02/2019 08:09:53 ***
IMG_20190702_085952207_HDR.jpg added by Michael Nocito on 07/02/2019 08:09:50

*** Web - Advice created on 07/02/2019 12:43:47 and created by Greg Phillips ***
1: States minor ash on plugs. No raw fuel on the plugs. Injectors have not been changed on this yet.

*** Web - Advice created on 07/02/2019 12:56:41 and created by Mike Ozonur ***
1: please inspect the top of the cylinders with a borescope for carbon build up, check the injectors for carbon build up, once intake manifold is removed please inspect the valves as well and see there is any carbon build up.
2: if necessary replace the injectors perform top engine cleaning and retest, and let me know please
thanks Michael.

*** Case has been auto closed by the system on 07/18/2019 01:08:26 (PST)

*** Service Alert Escalated to CA as: 13254874 on 07/26/2019 01:05:01 (PST)
*** 07/27/2019 08:37:15 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/27/2019 08:42:57 and created by Mike Ozonur ***
1: Hello Nathaniel
please, perform compression and leak down test
also please perform top engine cleaning and let me know
2: also please look inside the pistons with a bore scope see if there is any damage or carbon tracking

*** 07/29/2019 16:30:20 ***
Web - Note created on 07/29/2019 16:30:20 and created by Nathaniel Arnold
per previous tech results of comression test and leakdown test were okay, however i performed a block check and have a positive reading of combustion gasses in cooling system. cylinder 6 is wet possibly coolant, i am ready to condemn bank 2 head gasket or possibly cracked head can not see any defects in head at this time

*** Web - Advice created on 07/30/2019 09:43:50 and created by Mike Ozonur ***
1: Thanks for the information,
Please provide a picture of the test
2: next please torque the cylinder head bolts to 85ftlbs see if they tighten or spin and pull the threads
3: then we will have to remove the cylinder head and measure the surface flatness with a straight edge thanks

*** 08/07/2019 14:45:38 ***
Web - Note created on 08/07/2019 14:45:37 and created by Nathaniel Arnold
this engine is now knocking and bareley runs, there has been damage done due to cylinder 6 water leak, we need to replace this engine

*** 08/07/2019 14:45:39 ***
IMG_9359.jpg added by Nathaniel Arnold on 08/07/2019 14:45:38

*** 08/07/2019 14:45:41 ***
IMG_9358.jpg added by Nathaniel Arnold on 08/07/2019 14:45:39

*** 08/07/2019 14:45:42 ***
IMG_9357.jpg added by Nathaniel Arnold on 08/07/2019 14:45:41

*** Web - Advice created on 08/08/2019 09:07:21 and created by Mike Ozonur ***
1: thanks for the information please provide a video of the engine knocking and the VIN in one continuous video
2: also please verify the warranty on this vehicle

*** Web - Advice created on 08/08/2019 09:15:32 and created by Mike Ozonur ***
1: thanks for the information can you please provide a video of the engine knocking and the VIN,
2: I will have to close the case and you will have to request to reopen it so you can validate the warranty

*** 08/08/2019 09:20:04 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

*** 08/08/2019 14:07:09 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/08/2019 14:07:35 and created by Mike Ozonur ***
1: please validate the warranty thanks

*** 08/14/2019 10:02:47 ***
Web - Note created on 08/14/2019 10:02:46 and created by Nathaniel Arnold
i uploaded the video

*** 08/14/2019 10:03:05 ***
IMG_9511.MOV added by Nathaniel Arnold on 08/14/2019 10:02:47

*** Web - Advice created on 08/15/2019 06:41:02 and created by Mike Ozonur ***
1: thanks for the video,
since the block test failed, please torque the cylinder head bolts to 85ftlbs see if they tighten or spin and pull the threads

*** 08/20/2019 07:56:11 ***
Web - Note created on 08/20/2019 07:56:11 and created by Nathaniel Arnold
unfortunately they spin

*** Web - Advice created on 08/20/2019 08:23:24 and created by Mike Ozonur ***
1: tech called in, tech found head gasket blown, tech tightened the cylinder head bolts found them to be stripped
2: advised to remove the cylinder heads and measure the surface flatness with a straight edge and also provide a picture of the head bolts thanks Michael

*** 08/20/2019 10:39:45 ***
Web - Note created on 08/20/2019 10:39:45 and created by Nathaniel Arnold
i uploaded the picture of head bolts. as it turns out the vehicle was never allowed to overheat so im confident the head is okay

*** 08/20/2019 10:39:48 ***
IMG_9783.jpg added by Nathaniel Arnold on 08/20/2019 10:39:46

*** 08/20/2019 10:39:52 ***
IMG_9782.jpg added by Nathaniel Arnold on 08/20/2019 10:39:48

*** Web - Advice created on 08/20/2019 15:18:29 and created by Mike Ozonur ***
1: I will have to close the case please request to reopen it so you can validate the warranty thanks

*** 08/20/2019 15:18:51 ***
Case closed by Mike Ozonur with Resolution Code : Faulty Component
[Resolution Summary]

*** 08/20/2019 19:39:26 ***
Case Number: XXXXXXXX Reopen Requested by Nathaniel Arnold.
Reason: [Enigine failure]

*** 08/21/2019 09:44:06 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/21/2019 09:44:33 and created by Mike Ozonur ***
1: please validate the warranty thanks

*** 08/21/2019 11:08:40 ***
Web - Note created on 08/21/2019 11:08:40 and created by Nathaniel Arnold
The RO was opened on 06/28/2019 the warranty still applies.

*** Web - Advice created on 08/21/2019 15:27:59 and created by Mike Ozonur ***
1: you still need to validate the warranty ,
2: check the warranty validation box so I can generate a PWA case thanks

*** 08/22/2019 16:15:28 ***
IMG_9840.jpg added by Nathaniel Arnold on 08/22/2019 16:15:26

*** Web - Advice created on 08/23/2019 12:42:41 and created by Mike Ozonur ***
1: I do not need the core data sheet there is a check box for warranty validation

*** Web - Advice created on 08/23/2019 12:44:51 and created by Mike Ozonur ***
1: please check the box so we can generate and approve the PWA case thanks

*** Web - Advice created on 08/23/2019 14:44:07 and created by Mike Ozonur ***
1: Service manager called in and states needs information to relay to customer
advised that I have forwarded the case to my manger for review, service manager stated the mileage is still same as 55399 and the RO number is also same

*** Web - Advice created on 08/23/2019 15:48:44 and created by Mike Ozonur ***
1: Hello Sir
I spoke with my manager here is the response
Since the vehicle is now technically out of warranty the DPSM will need to provide goodwill.

*** Case has been auto closed by the system on 09/08/2019 01:07:43 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,048

Prod Date: 05/16/2014 **Warranty Start Date:** 01/31/2015

Dealer/Contact Data:

Dealer: MD032 King Kia

Phone: 3019483333 **FAX:** 3019218365

Contact: Blongkou Xiong **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 07/01/2019 05:06:29 ***
Contact = Blongkou Xiong, Priority = Standard, Sub Status = Dispatched

*** 07/01/2019 05:06:29 ***
Web - Problem Description created on 07/01/2019 05:06:29 and created by Blongkou Xiong
cs car over heating, engine steam coming from it. tow to shop.

*** 07/01/2019 05:06:29 ***
Web - Diagnostics created on 07/01/2019 05:06:29 and created by Blongkou Xiong
radiator was replaced and when topping off coolant, the coolant would shot out of the refill funnel. notice coolant leaking from the engine. check and found coolant leaking out of both head gaskets area. i will attach photos of where the leak is. now vehicle would not crank over. seems like coolant got into the cylinder cause the vehicle won't start now.

*** 07/01/2019 05:08:38 ***
3854A945-9895-48F7-8695-B0A6975CA383.jpeg added by Blongkou Xiong on 07/01/2019 05:08:37

*** 07/01/2019 05:08:38 ***
0F350091-E9F8-4C66-80BD-A7433A2FC5B8.jpeg added by Blongkou Xiong on 07/01/2019 05:08:38

*** 07/01/2019 05:08:39 ***
DE0A3AD9-99E6-4B3C-B75B-80A2FD880FDE.jpeg added by Blongkou Xiong on 07/01/2019 05:08:39

*** 07/01/2019 05:08:40 ***
AEA0B4F3-6811-4182-BD59-729A081D3343.jpeg added by Blongkou Xiong on 07/01/2019 05:08:39

*** 07/01/2019 05:43:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/01/2019 05:48:49 and created by Sam Camarillo ***
1: Ok it will most likely need engine replacement, please verify if this is first or second owner.

*** 07/01/2019 06:22:13 ***
Web - Note created on 07/01/2019 06:22:13 and created by Blongkou Xiong
customer is the 2nd owner

*** Web - Advice created on 07/01/2019 07:54:20 and created by Sam Camarillo ***
1: Ok I would recommend engine (long block) replacement, most likely on this engine it has pulled the threads on the head bolts and the block is ruined.

*** 07/01/2019 08:24:32 ***
Web - Note created on 07/01/2019 08:24:32 and created by Blongkou Xiong
if a long block is not available, how should we go about replacements?

*** Web - Advice created on 07/01/2019 09:20:24 and created by Sam Camarillo ***
1: I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use

*** 07/01/2019 10:39:13 ***
Web - Note created on 07/01/2019 10:39:12 and created by Blongkou Xiong
long block is discontinue. how do we determine if the heads are bad?

*** Web - Advice created on 07/01/2019 11:00:00 and created by Sam Camarillo ***
1: Do the checks shown in shop manual, if you are not able to do that send them out to a qualified machine shop.

*** Service Alert Escalated to CA as: 13246454 on 07/02/2019 01:06:34 (PST)

*** 07/05/2019 13:05:36 ***
Web - Note created on 07/05/2019 13:05:36 and created by Blongkou Xiong
inspected cylinder head flatness and reading from LH cylinder head is 0.051mm(.002in). and for RH cylinder head is .038mm(.0015in). what advice you think i should do next with the head?

*** Web - Advice created on 07/05/2019 14:01:19 and created by Tony Thomas ***
1: The heads are very close to minimum specification Less than 0.05mm (0.0019in.). Clean the surface and recheck. Replacement of any related components needed in addition to consequential damage from engine failure should be covered using a separate claim under a new line using the same Repair Order. Additional time for extraordinary circumstances is allowed and should be claimed following normal service policy procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines for ALL scenarios "Damaged parts as needed". Thank you.

*** 07/08/2019 04:21:49 ***
Web - Note created on 07/08/2019 04:21:49 and created by Blongkou Xiong
those numbers i got was from after cleaning the head's surfaces

*** Web - Advice created on 07/08/2019 06:25:16 and created by Sam Camarillo ***
1: LS head is out of spec, RS is OK. Kia does not recommend resurfacing only replace if out of spec.

*** Case has been auto closed by the system on 07/24/2019 01:10:52 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,546

Prod Date: 04/21/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: OK032 Midtown Kia

Phone: 9186223160 **FAX:** 9183845349

Contact: Mitch Phillips **Contact Title:** Exclusive Kia Technician **Service District:** SW03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/08/2019 09:05:48 ***
Contact = Mitch Phillips, Priority = Standard, Sub Status = Dispatched

*** 07/08/2019 09:05:48 ***
Web - Problem Description created on 07/08/2019 09:05:48 and created by Mitch Phillips
Engine idles rough. Engine will over heat while sitting at idle

*** 07/08/2019 09:05:48 ***
Web - Diagnostics created on 07/08/2019 09:05:48 and created by Mitch Phillips
Verified engine overheating. Upon inspection found exhaust gases within coolant. Removed cylinder head. Found both head gaskets not sealing properly,
Upon cylinder head removal found head bolts loose.
Am I to repair the threads in the engine block for the cylinder head bolts or am I to replace the block at this time?

*** 07/08/2019 10:00:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/08/2019 10:02:06 and created by Frank Lusic ***
1: Hello Mitch
Thank you
Please attach the WRTY143 Core Data Form for approval
YOU MUST DO THE FOLLOWING
DO NOT OPEN A PWA CASE, You must attach a core to this case
Please refer to PS561

Before I can open a PWA case for approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 07/08/2019 11:29:07 ***
Web - Note created on 07/08/2019 11:29:07 and created by Mitch Phillips
I have added the core form

*** 07/08/2019 11:29:09 ***
15626105073361192399944.jpg added by Mitch Phillips on 07/08/2019 11:29:07

*** Web - Advice created on 07/08/2019 11:42:06 and created by Frank Lusic ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/08/2019 11:42:27 ***
PWA Case 13254032 created by Frank Lusic

*** 07/08/2019 11:42:43 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

*** Service Alert Escalated to CA as: 13255125 on 07/09/2019 01:07:27 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 31,319

Prod Date: 04/24/2018 **Warranty Start Date:** 05/10/2018

Dealer/Contact Data:

Dealer: IL080 McGrath Arlington Kia

Phone: 8472023900 **FAX:** 8477765527

Contact: Jason Fitzgerald **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Rough idle/Misfire # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/08/2019 08:24:24 ***
Contact = Jason Fitzgerald, Priority = Standard, Sub Status = Dispatched

*** 07/08/2019 08:24:24 ***
Web - Problem Description created on 07/08/2019 08:24:20 and created by Jason Fitzgerald
have a 19 sorento with a 3.3l that has misfires on cyl 1,2,3,and 5. vehicle is pushing coolant out of the overflow bottle, coolant is discoloerd from exhaust gas. vehicle has headgasket issues. how would you like me to proceed?

*** 07/08/2019 08:24:24 ***
Web - Diagnostics created on 07/08/2019 08:24:20 and created by Jason Fitzgerald
verified customers concern

*** 07/08/2019 09:20:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/08/2019 09:21:35 and created by Douglas McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
2: When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** 07/09/2019 08:31:57 ***
Web - Note created on 07/09/2019 08:31:57 and created by Jason Fitzgerald
pulled rear valve cover and checked head bolts, 5 of the 8 are rock solid and 3 are somewhat loose. bolts on lower part of head between cyl 1 and 3 do not seem to be quite correct. the rest of the bolts are nice and solid in the block but it seems like the 3 i found to be slightly loose are not nearly as solid.

*** Web - Advice created on 07/09/2019 13:08:12 and created by Douglas McKay ***
1: Jason, if you are having trouble attaching files or videos like I requested, your will need to clear the cache in your tablet to download the files, please use this procedure.

To clear Chrome browser Cache, browsing history, cookies, site data, save passwords, autofill data on any Android phone or tablet, follow these steps:
1. Open Chrome
2. Go to Setting
3. Tap on Privacy
4. find "Clear Browsing Data" on the bottom of the page and tap on it
5. Check the Data you would like to clear

2: I also need you to please complete, sign and attach the WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

*** 07/09/2019 14:02:37 ***
Web - Note created on 07/09/2019 14:02:36 and created by Jason Fitzgerald
Got it figured out first 2 are the loose headbolts and the 3rd one still is nice and tight

*** 07/09/2019 14:02:39 ***
20190709_155736.jpg added by Jason Fitzgerald on 07/09/2019 14:02:37

*** Web - Advice created on 07/09/2019 16:08:56 and created by Douglas McKay ***
1: Jason,
That's jpg, I need a video and the WRT143 form, Thank you.

*** 07/11/2019 07:12:58 ***
20190709_155842.mp4 added by Jason Fitzgerald on 07/11/2019 07:12:25

*** 07/11/2019 07:19:50 ***
20190711_091903.jpg added by Jason Fitzgerald on 07/11/2019 07:19:49

*** 07/11/2019 08:25:27 ***
Web - Note created on 07/11/2019 08:25:27 and created by Jason Fitzgerald
wrty143 added, i think i got the video to upload.

*** Web - Advice created on 07/11/2019 13:14:34 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/11/2019 13:15:43 ***
PWA Case created for RA Case 13253361 by Douglas McKay

*** 07/11/2019 14:11:48 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,914

Prod Date: 01/10/2014 **Warranty Start Date:** 06/10/2014

Dealer/Contact Data:

Dealer: TX097 Southwest Kia-Nw

Phone: 2146942800 **FAX:** 2146942880

Contact: Mario Ortiz **Contact Title:** Shop Foreman **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 07/15/2019 07:17:43 ***
Contact = ROBERT WYATT, Priority = Standard, Sub Status = Dispatched

*** 07/15/2019 07:17:43 ***
Web - Problem Description created on 07/15/2019 07:17:43 and created by ROBERT WYATT
C/S ENG IS OVER HEATING

*** 07/15/2019 07:17:43 ***
Web - Diagnostics created on 07/15/2019 07:17:43 and created by ROBERT WYATT
CHECKED COOLANT LEVEL LOW ADDED COOLANT PERFORMED LEAK TEST LOOSING PRESSURE NO VISABLE LEAKS FOUND STARTED VEHICLE AND FOUND THAT VEHICLE IS BURNING COOLANT THOURGH EXAUST PEFORMED LEAK DOWN TEST AND ON REAR BANK LEAKING. FOUND THAT REAR HEAD BOLT LOOSE AND CUSTOMER STATED GOT REAL HOT

*** 07/15/2019 08:23:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/15/2019 08:27:32 and created by Jerry Gossling ***
1: Robert,
Thank you for the information. Please access the rear bank head bolts. Next see if the head bolts will retain 65 LBS of torque by using a torque wrench. Please list the results.
Thank you

*** Case has been auto closed by the system on 07/31/2019 01:10:04 (PST)
*** 08/28/2019 08:12:44 ***
Case Number: XXXXXXXX Reopen Requested by Mario Ortiz. Reason: [need to upload video of bolts not holding torque]

*** 08/28/2019 08:21:26 ***

Reopened with Sub Status of Working

*** Web - Advice created on 08/28/2019 08:21:43 and created by Jerry Gossling ***
1: Case is reopened.

*** 08/28/2019 13:59:17 ***
20190828_100526.mp4 added by Mario Ortiz on 08/28/2019 13:58:43

*** 08/28/2019 14:02:01 ***
Web - Note created on 08/28/2019 14:02:01 and created by Mario Ortiz
updated with video

*** Web - Advice created on 08/29/2019 08:21:59 and created by Jerry Gossling ***
1: Mario,
Based off of your video & information provided the engine block head bolt holes have failed.

*** Web - Advice created on 08/29/2019 08:23:02 and created by Jerry Gossling ***
1: Mario,
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 08/29/2019 08:23:14 ***
PWA has been authorized by Jerry Gossling

*** 08/29/2019 08:23:14 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,749

Prod Date: 05/07/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: CA270 Kia of Alhambra

Phone: 8888939247 **FAX:** 6264142112

Contact: Pedro Orellana **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: PWA Authorized

Case History

*** 06/17/2019 14:19:18 ***
Contact = Pedro Orellana, Priority = Standard, Sub Status = Dispatched

*** 06/17/2019 14:19:18 ***
Web - Problem Description created on 06/17/2019 14:14:07 and created by Pedro Orellana
C/S vehicle overheated.

*** 06/17/2019 14:19:18 ***
Web - Diagnostics created on 06/17/2019 14:14:07 and created by Pedro Orellana
verified concern, engine oil level normal, engine coolant level is low, engine is running with no misfiring active, no DTCs on the systems, radiator cup test result, NO PASS not holding pressure, adjusted coolant level and start engine, the engine coolant reservoir keeps bubbling for 40 minutes running, installed a known good radiator cap and road tested the vehicle, coolant starting coming out from reservoir due to too much pressure built up on cooling system, performed block test, result PASS, advice.

*** Service Alert Escalated to CA as: 13225307 on 06/18/2019 01:04:55 (PST)

*** 06/18/2019 05:25:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/18/2019 05:33:32 and created by Brian Lall ***
1: Thanks for letting me know what you found. I know you stated there was bubbling from the reservoir for 40 mins but the engine past a block check. Did you bleed the air out of the system or fill the cooling system by putting it in a vacuum? Did the engine overheat during that time you were testing, and did the cooling fans turn on? Did you pressure test the complete system or just the radiator cap?

*** 06/18/2019 10:34:55 ***
Web - Note created on 06/18/2019 10:34:55 and created by Pedro Orellana

I did pressure tested the cooling system, no leak found, I installed a spill-free funnel to add coolant and let the engine running for 40 minutes and let the air come out the engine, that when I mention is was bubbling through the reservoir actually it was on the funnel container, then I installed the radiator cap and road tested, that when pressure built up and pass through the radiator cap to OEM reservoir and over filled, engine did not over heated on me, I actuation test the condition of the radiator fan, test PASS.advice.

*** Web - Advice created on 06/21/2019 04:49:27 and created by Brian Lall ***
1: Please perform a block test and check to make sure the thermostat is opening and the hoses temps are even after the engine is at operating temp. Let me know what you find. Thanks.

*** 06/24/2019 12:16:15 ***
Web - Note created on 06/24/2019 12:16:15 and created by Pedro Orellana
thermostat is operating normal, block test pass, advice.

*** Web - Advice created on 06/26/2019 04:36:58 and created by Brian Lall ***
1: Is there still air bubbles coming out after the vehicle got up to operating temp and the thermostat opened?

*** 06/27/2019 10:25:12 ***
Web - Note created on 06/27/2019 10:25:11 and created by Pedro Orellana
yes still bubbling air after thermostat opened.

*** Web - Advice created on 06/28/2019 07:30:27 and created by Brian Lall ***
1: When you did the block test did you wait for the engine to get to operating temp with the thermostat open? Are you sure the fluid is good that you are using in the tester?

*** 07/01/2019 11:42:21 ***
Web - Note created on 07/01/2019 11:42:21 and created by Pedro Orellana
yes the engine was at operating temp with thermostat open, the fluid that i using is good on the tester, FYI on the last 5 engines v6 that I diagnosed this year, for overheating concern, all 5 pass the block test but when I tear down the engines I found the cylinder head main bolts were loose due to the thread on the short block came out with it, that happens on all 5 engines, what do you think about this vehicle?

*** Web - Advice created on 07/02/2019 11:00:43 and created by Brian Lall ***
1: The symptoms are like a blown head gasket. Is it possible the fluid you used is no longer good. You can verify by putting some of the fluid in the tester and starting any vehicle then putting the tester in the tail pipe and checking if the fluid changes color. For this vehicle if the bubbling in the cooling system continues, please do a cylinder leak down test on all cylinders and note the % of leakage and where the air is escaping during the test. Thanks.

*** 07/09/2019 16:58:03 ***
Web - Note created on 07/09/2019 16:58:02 and created by Pedro Orellana
I performed leak down test on all cylinders, result cylinder #3 and #2 leaking more than 60%, I could not tell through were, maybe cooling system and because the engine is cold is was not obvious, not through intake,exhaust or crankcase, the other cylinders were 10% or less.

*** Web - Advice created on 07/10/2019 07:36:10 and created by Brian Lall ***
1: Please remove the spark plugs and inspect cylinders 2 and 3 with a bore scope and note if you find any fluids, any damage to the pistons, or damage or scoring to the cylinders. Let me know what you find. Thanks.

*** 07/11/2019 12:02:27 ***
Web - Note created on 07/11/2019 12:02:27 and created by Pedro Orellana
I performed the inspection using a bore scope, cylinder number two have a signs of coolant on combustion chamber, scoring walls are present but I can not tell if is normal or damage, number three also have signs of water on combustion chamber plus the top of the piston have sign of heavy explosion and damage the piston.

*** Web - Advice created on 07/12/2019 09:14:01 and created by Brian Lall ***
1: Please attach the WRTY 143 form to the case and make sure it is filled out as per PS 561. Thanks.

*** 07/12/2019 12:34:45 ***
20190712_123156.jpg added by hugo ajanel on 07/12/2019 12:34:44

*** 07/12/2019 12:35:10 ***
Web - Note created on 07/12/2019 12:35:10 and created by hugo ajanel
see attached core sheet

*** 07/15/2019 07:30:57 ***
PWA Case created for RA Case 13224805 by Brian Lall

*** Web - Advice created on 07/15/2019 07:31:41 and created by Brian Lall ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/15/2019 10:08:15 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,940

Prod Date: 06/13/2013 **Warranty Start Date:** 07/08/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Warren Maestas **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** 07/16/2019 08:41:33 ***
Contact = Warren Maestas, Priority = Standard, Sub Status = Dispatched

*** 07/16/2019 08:41:33 ***
Web - Problem Description created on 07/16/2019 08:30:48 and created by Warren Maestas
vehicle car in over heating and running rough. coolant smell out the tail pipe. no dtc

*** 07/16/2019 08:41:34 ***
Web - Diagnostics created on 07/16/2019 08:30:49 and created by Warren Maestas
performed visual inspection and coolant pressure test when hot found that coolant coming out form bank two head. pulled valve cover to check torque of head bolts found bolts around cylinder 4 are loose and spin continuously. no other visible coolant leaks.

*** 07/16/2019 08:41:35 ***
49847k.pdf added by Warren Maestas on 07/16/2019 08:41:34

*** 07/16/2019 10:26:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/16/2019 10:31:59 and created by Douglas McKay ***
1: Warren,
Please, attach a video of the head bolts spinning with a torque wrench. Thank you.

*** 07/16/2019 12:58:48 ***
IMG_0630.TRIM.MOV added by Warren Maestas on 07/16/2019 12:58:37

*** 07/16/2019 14:04:19 ***
Web - Note created on 07/16/2019 14:04:19 and created by Warren Maestas
attached vin video

*** Web - Advice created on 07/16/2019 14:45:42 and created by Douglas McKay ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/16/2019 14:46:05 ***
PWA has been authorized by Douglas McKay

*** 07/16/2019 14:46:06 ***
Case closed by Douglas McKay with Resolution Code : Faulty Component
[Resolution Summary]
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,361

Prod Date: 10/15/2014 **Warranty Start Date:** 11/28/2014

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: albert martinez **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case For Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/17/2019 14:08:09 ***
Contact = albert martinez, Priority = Standard, Sub Status = Dispatched

*** 07/17/2019 14:08:09 ***
Web - Problem Description created on 07/17/2019 14:08:09 and created by albert martinez
customer statesa vehicle is overheating and there is no coolant in reservoir.

*** 07/17/2019 14:08:09 ***
Web - Diagnostics created on 07/17/2019 14:08:09 and created by albert martinez
verified complaint. found oil/coolant seeping from the heads. bank 1

*** 07/17/2019 14:10:38 ***
5D60DF46-F22D-4028-AF17-21D4F0CA637A.jpeg added by albert martinez on 07/17/2019 14:10:37

*** 07/17/2019 14:10:39 ***
A7188834-0FAE-42B8-AEB4-275623BB8B35.jpeg added by albert martinez on 07/17/2019 14:10:38

*** 07/17/2019 14:10:40 ***
42B129A9-04AB-454D-B0DB-FB38D4E41D72.jpeg added by albert martinez on 07/17/2019 14:10:40

*** 07/17/2019 15:14:49 ***
Web - Note created on 07/17/2019 15:14:49 and created by albert martinez
PICTURES OF OIL/COOLANT LEAK ATTACHED.

*** 07/17/2019 15:33:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/17/2019 15:38:16 and created by Jesse Lancaster ***
1: Please remove the valve cover and inspect the torque of the head bolts and let me know if any are found stripped or unable

to torque to spec. If the head bolts will not torque then the long block will need to be replaced.

*** Service Alert Escalated to CA as: 13270198 on 07/18/2019 01:05:23 (PST)

*** 07/18/2019 09:13:27 ***
Web - Note created on 07/18/2019 09:13:26 and created by albert martinez
Found bolt on cylinder head unable to torque. Removed bolt and found bolt stripped.

*** 07/18/2019 09:14:14 ***
Web - Note created on 07/18/2019 09:14:14 and created by albert martinez
Attached picture of bolt.

*** 07/18/2019 09:14:14 ***
3B1B3665-C7BD-44DB-9657-ECAF6732C56E.jpeg added by albert martinez on 07/18/2019 09:14:14

*** 07/18/2019 15:57:46 ***
Web - Note created on 07/18/2019 15:57:46 and created by albert martinez
just wondering if you received the notes?

*** Web - Advice created on 07/18/2019 16:11:08 and created by Jesse Lancaster ***
1: Tech called for a update and based ont he head bolts and threads in the block pulled the Long Block will need to be replaced.

I need you to fill out the latest WRTY 143 Engine Core Data form dated 11/1/2016 and it needs to be physically signed by the technician and the service manager, then attach it to this case and let me know when it is attached to this case before I can create the PWA case for you. Thank you.

*** 07/18/2019 16:18:00 ***
Web - Note created on 07/18/2019 16:18:00 and created by albert martinez
Update PWA form.

*** 07/18/2019 16:18:02 ***
DFA35F9F-8CE1-4EA9-A17E-3CBE4CFCAFFF.jpeg added by albert martinez on 07/18/2019 16:18:01

*** Web - Advice created on 07/18/2019 16:21:04 and created by Jesse Lancaster ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

2: • Replace the engine with a long block, if available; otherwise, please order a short block assembly
•If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required
•If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
•Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
•If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan od engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
• Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you

*** 07/18/2019 16:21:25 ***
PWA Case created for RA Case 13269696 by Jesse Lancaster

*** Web - Advice created on 07/18/2019 16:21:49 and created by Jesse Lancaster ***
1: please validate the vehicle warranty so the PWA can be approved

*** 07/18/2019 16:23:21 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,540

Prod Date: 05/07/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: gustavo Carreon **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Please Specify

Resolution: PWA Authorized

Case History

*** 07/09/2019 14:36:20 ***
Contact = gustavo Carreon, Priority = Standard, Sub Status = Dispatched

*** 07/09/2019 14:36:21 ***
Web - Problem Description created on 07/09/2019 14:09:42 and created by gustavo Carreon
customer estates vehicle over heating

*** 07/09/2019 14:36:21 ***
Web - Diagnostics created on 07/09/2019 14:09:42 and created by gustavo Carreon
duplicate customer concern ,found oil cap with mix of oil and coolant , coolant reservoir has oil , R&R valve cover and inspect cylinder head bolts to see if they were tight with specs , on both banks , all bolts seems to be tight with specs , due to of condition of coolant and oil been mix should i send both cylinder head to be test and redone at machine shop , or just cylinder head at bank 2 i will attach photos

*** Service Alert Escalated to CA as: 13257536 on 07/10/2019 01:05:24 (PST)

*** 07/10/2019 05:09:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/10/2019 05:13:39 and created by Steven Okimura ***
1: Gustavo, please record cylinder leakdown and compression results.

*** 07/12/2019 10:23:52 ***
Web - Note created on 07/12/2019 10:23:51 and created by gustavo Carreon
follow advise ,compression test
cylinder
1 190 psi # 2 150 psi
3 185 psi #4 155 psi

5 175 psi # 6 155 psi

cylinder # 6 has 15% leakage ,

*** Web - Advice created on 07/12/2019 13:42:19 and created by Steven Okimura ***
1: Perform a cylinder leakdown test on all cylinders to determine if one or both heads should be checked.

*** 07/12/2019 15:20:29 ***
Web - Note created on 07/12/2019 15:20:29 and created by gustavo Carreon
follow advise
cylinder 1 90 psi on both gauges
cylinder 3 90psi on both gauge s
cylinder 5 90 pdi on both gauges
cylinder 2 90 on both gauges
cylinder 4 90 on pressure gauge and leak down gauge show 75 psi
cylinder 6 pressure gauge 90 psi leak down gauge show 68 psi

*** 07/13/2019 07:39:12 ***
Web - Note created on 07/13/2019 07:39:12 and created by gustavo Carreon
i just update the info that you requests

*** Web - Advice created on 07/15/2019 07:55:33 and created by Steven Okimura ***
1: Based on the information provided, remove and inspect bank 2 cylinder head with DPSM approval. If the block or head is out of spec for flatness, replacement will be required.

*** 07/18/2019 11:07:31 ***
Web - Note created on 07/18/2019 11:07:31 and created by gustavo Carreon
while removing cylinder head 3 cylinder head bolts star to spin , had to pull bolts out , i will attach photos , cylinder head shows ok , gap was . less 0.1000 of the inch ,

*** 07/18/2019 12:08:57 ***
Web - Note created on 07/18/2019 12:08:57 and created by gustavo Carreon
Note (created on 07/18/2019 11:07:31 and created by gustavo Carreon)
while removing cylinder head 3 cylinder head bolts star to spin , had to pull bolts out , i will attach photos , cylinder head shows ok , gap was . less 0.1000 of the inch ,

*** Web - Advice created on 07/19/2019 05:17:01 and created by Steven Okimura ***
1: Please attach the following 2 items:

1. a photo of the valve train with the valve cover removed to verify proper maintenance.

2. a completed engine core data form per Pitstop PS561 and I will create a PWA case for you.

*** 07/19/2019 10:51:46 ***
Web - Note created on 07/19/2019 10:51:46 and created by Amy Mesa
I have attached a core form, valve train pics

*** 07/19/2019 10:51:47 ***
core data sheet 80117323.png added by Amy Mesa on 07/19/2019 10:51:46

*** 07/19/2019 10:51:48 ***
valve train 80117323.png added by Amy Mesa on 07/19/2019 10:51:47

*** 07/19/2019 10:51:49 ***
valve train 2 80115878.png added by Amy Mesa on 07/19/2019 10:51:48

*** 07/19/2019 12:03:09 ***

PWA Case created for RA Case 13256921 by Steven Okimura

*** 07/20/2019 11:53:41 ***
Web - Note created on 07/20/2019 11:53:41 and created by gustavo Carreon
I have attached a core form, valve train pics

*** 07/20/2019 11:55:40 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/20/2019 11:55:40 ***
Web - Note created on 07/20/2019 11:55:40 and created by gustavo Carreon
i just verify warranty

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,521

Prod Date: 03/01/2013 **Warranty Start Date:** 05/11/2013

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Hector Delgado **Contact Title:** Dual Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 07/23/2019 08:38:52 ***
Contact = Hector Delgado, Priority = Standard, Sub Status = Dispatched

*** 07/23/2019 08:38:52 ***
Web - Problem Description created on 07/23/2019 08:38:52 and created by Hector Delgado
CUSTOMER STATES THE VEHICLE BLOWING OUT ANTI FREEZE ,
OVER HEATING AND THE GUEST HSA OPENED THE CAP WHEN COLD AND
RAN THE ENGINE AND NOTICED BUBBLES RISING UP AND OUT.

*** 07/23/2019 08:38:52 ***
Web - Diagnostics created on 07/23/2019 08:38:52 and created by Hector Delgado
CHECK AND FOUND COOLANT LEAKING FROM THE LEFT SIDE HEAD GASKET.

*** 07/23/2019 08:49:20 ***
1563896864047104851886 7.jpg added by Hector Delgado on 07/23/2019 08:49:18

*** 07/23/2019 08:50:31 ***
1563896976070144646551 1.jpg added by Hector Delgado on 07/23/2019 08:50:30

*** 07/23/2019 10:20:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/23/2019 10:22:43 and created by Sam Camarillo ***
1: If vehicle has valid PT coverage and the customer had performed regular maintenance Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 07/25/2019 13:08:21 ***
58577801462 _ 94A63657-CC12-4BB9-9996-4828B06527CC.MOV added by Hector Delgado on 07/25/2019 13:08:20

*** 07/25/2019 13:09:27 ***
image.jpg added by Hector Delgado on 07/25/2019 13:09:25

*** Web - Advice created on 07/25/2019 13:40:23 and created by Sam Camarillo ***
1: Thanks for the video
Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) TO THIS CASE to proceed. Please follow the guidelines in PS561 to ensure it is filled out correctly.

*** 07/25/2019 14:41:09 ***
06F4DC04-CB1B-40ED-9489-577CF6639870.jpeg added by Hector Delgado on 07/25/2019 14:41:07

*** 07/25/2019 14:50:58 ***
Web - Note created on 07/25/2019 14:50:58 and created by Hector Delgado
Also the vehicle he's making no noise up and startup
by the time in area

*** 07/25/2019 16:29:28 ***
Web - Note created on 07/25/2019 16:29:27 and created by Hector Delgado
Also the vehicle is making noise in the front by the
Timing chain area up and startup

*** Web - Advice created on 07/26/2019 06:09:36 and created by Sam Camarillo ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/26/2019 06:10:12 ***
PWA Case 13282382 created by Sam Camarillo

*** Case has been auto closed by the system on 08/11/2019 01:07:29 (PST)

*** Service Alert Escalated to CA as: 13300007 on 11/27/2019 01:03:36 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,862

Prod Date: 08/07/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: CA267 Concord Kia

Phone: 9256827100 **FAX:** 9256768065

Contact: Cam Ly **Contact Title:** Dual Technician **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 07/15/2019 11:19:29 ***
Contact = Cam Ly, Priority = Standard, Sub Status = Dispatched

*** 07/15/2019 11:19:29 ***
Web - Problem Description created on 07/15/2019 11:05:07 and created by Cam Ly
CUSTOMER STATES THEY SEE COOLANT LEAKING

*** 07/15/2019 11:19:30 ***
Web - Diagnostics created on 07/15/2019 11:05:07 and created by Cam Ly
inspected and found no coolant in coolant recovery bottle & no visible coolant in radiator. Added coolant and performed cooling system pressure test and found coolant leaking @ cylinder head. (see pictures) -- (NOTE: engine running rough--no codes)

*** 07/15/2019 11:19:31 ***
20190715_101517.jpg added by Cam Ly on 07/15/2019 11:19:30

*** 07/15/2019 11:19:33 ***
20190715_101538.jpg added by Cam Ly on 07/15/2019 11:19:32

*** 07/15/2019 11:19:35 ***
20190715_101549.jpg added by Cam Ly on 07/15/2019 11:19:33

*** 07/15/2019 11:19:36 ***
20190715_101559.jpg added by Cam Ly on 07/15/2019 11:19:35

*** 07/15/2019 12:27:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/15/2019 12:28:51 and created by Eric Patterson ***
1: Thank you for the attachments to the case.

2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 45 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 07/16/2019 16:25:42 ***
Web - Note created on 07/16/2019 16:25:42 and created by Cam Ly
Remove engine & tear down to inspect & found b1 cylinder head bolts loosened. recheck cylinder bolts @ b2 and found 2 head bolts not tight also. Possible cylinder head warped. Slight metal shavings on ocv

*** Web - Advice created on 07/17/2019 08:03:00 and created by Eric Patterson ***
1: Thank you please add pictures of the metal and the stripped threads and the PWA WRTY 143 form to the case for the PWA approval case. TY Cam
2: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
3: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 07/23/2019 07:43:24 ***
Web - Note created on 07/23/2019 07:43:24 and created by Cam Ly
Heads pressure check okay and are not warped. We have replaced the seals and checked the guides and they check okay. Are we to replace short block and reuse these heads?

*** Web - Advice created on 07/23/2019 10:26:44 and created by Eric Patterson ***
1: Please add the engine PWA form to the case, Then I will create the PWA case for you. Then you will need to replace the short block and re use the heads.

*** 07/23/2019 12:25:31 ***
Web - Note created on 07/23/2019 12:25:31 and created by Cam Ly
Attached WRTY143 form to case

*** 07/23/2019 12:25:32 ***
WRTY143.pdf added by Cam Ly on 07/23/2019 12:25:32

*** 07/23/2019 16:09:48 ***
PWA Case created for RA Case 13264996 by Eric Patterson

*** Web - Advice created on 07/23/2019 16:11:24 and created by Eric Patterson ***
1: Thank you I did receive the PWA form in the assistance case.
I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Service Alert Escalated to CA as: 13278399 on 07/24/2019 01:05:04 (PST)

*** 07/24/2019 07:19:46 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/24/2019 07:19:46 ***
Web - Note created on 07/24/2019 07:19:46 and created by Cam Ly
Updated warranty validation

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,208

Prod Date: 01/16/2014 **Warranty Start Date:** 06/20/2014

Dealer/Contact Data:

Dealer: WV015 A & B Kia

Phone: 3042331480 **FAX:** 3042182273

Contact: Steve Baustert **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 10/02/2018 12:18:15 ***
Contact = Cole Beckett, Priority = Standard, Sub Status = Dispatched

*** 10/02/2018 12:18:15 ***
Web - Problem Description created on 10/02/2018 12:18:15 and created by Cole Beckett
can not get small enough tappets for head

*** 10/02/2018 12:18:15 ***
Web - Diagnostics created on 10/02/2018 12:18:15 and created by Cole Beckett
i am building heads for this car and i can not adjust the valves to spec. all of the intake valves are to tight on the left head. i need smaller tappets then a 3.00 but they are not available through parts.

*** 10/02/2018 13:19:25 ***
Accepted, from Queue = TL_Sorento_Sportage to WIPBin Default

*** Web - Advice created on 10/02/2018 13:21:02 and created by Eric Patterson ***
1: Is the cylinder head new? Or rebuilding the original head? If this is a new head compare to the other cylinder head, are the valves sitting too high?

*** 10/02/2018 13:28:22 ***
Web - Note created on 10/02/2018 13:28:21 and created by Cole Beckett
new head. the valves seem to be sitting fine

*** Web - Advice created on 10/02/2018 15:34:14 and created by Eric Patterson ***
1: Is the cam new? If so please try the old cam, is the clearance the same?

*** Service Alert Escalated to CA as: 12890852 on 10/03/2018 01:04:50 (PST)

*** 10/03/2018 04:59:19 ***
Web - Note created on 10/03/2018 04:59:18 and created by Cole Beckett
no it is the original cam

*** Web - Advice created on 10/03/2018 07:47:54 and created by Eric Patterson ***
1: Are the seats in the head on the intake side?
Do they look pressed in farther than normal?
Are you reusing the valves? Are they new?

2: What's the smallest clearance you have and what's the measurement of the tappet for that clearance?

*** 10/03/2018 08:04:04 ***
Web - Note created on 10/03/2018 08:04:04 and created by Cole Beckett
they are the old valves they look to be seated fine. i swapped everything back to the old head and the clearance in within spec. my smallest clearance is .003 in with a 300 tappet also have a .004 with a 285 tappet. all of the intake valves are to tight the exhaust is ok on that head but on the right head i have a exhaust valve this is tight it is .009 with a 405

*** Web - Advice created on 10/03/2018 08:52:58 and created by Eric Patterson ***
1: Looks like there is a possible issue with the head, the heads may have to go to the machine shop for the valves to be grinded for proper fitment.
2: I will return after having the Techline lead review the information as well.

*** 10/03/2018 12:31:51 ***
Web - Note created on 10/03/2018 12:31:51 and created by Cole Beckett
do i need to send the heads out for valve adjustment?

*** Web - Advice created on 10/03/2018 13:10:26 and created by Eric Patterson ***
1: Yes I would. After review of the information, I see you do have a shim under the .300. Please have parts call Mobis and see if they do have smaller shims, otherwise the stems may need cut down to resolve the clearance issue. Please give the machine shops the specs when sending the head.
2: If the smaller buckets are available then use them.

*** 10/09/2018 07:55:58 ***
Web - Note created on 10/09/2018 07:55:58 and created by Cole Beckett
i sent the heads out and got them back they are within spec now. Also i have a question do you need a pwa for head replacement when you are doing a short block if the are damaged?

*** Web - Advice created on 10/09/2018 09:26:38 and created by Eric Patterson ***
1: No sir. You will need DPSM approval for the head replacement. Just explain the reasoning why the cylinder head needs replaced. That's it.

*** Phone - Advice created on 10/09/2018 10:35:25 and created by Steven Okimura ***
1: Service manager called questioning if DPSM approval is required to replace the heads. Advised they do not and to refer to PS539 which states "If the part condition is determined not to be serviceable, then a detailed description of the exact defect per part replaced, along with supporting measurements where applicable, are required to be documented on the repair order and in the claim notes to explain why the part could not be thoroughly cleaned and transferred to the new engine."

2: This case states they 'sent the heads out and got them back they are within spec now' he will speak with the tech to verify if the heads require replacement or not.

*** 10/10/2018 06:14:46 ***
Web - Note created on 10/10/2018 06:14:45 and created by Cole Beckett
i ran into another issue. when i was installing the heads on the new block i found a head bolt hole in the block is stripped out. i was on the second sequence of the torquing procedure when this occurred.

*** Web - Advice created on 10/10/2018 07:50:58 and created by Eric Patterson ***
1: Please add the pictures of the stripped out hole to the case. Then add a WRTY 143 form to the case. The block will need

replaced.
2: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** 10/10/2018 08:28:07 ***
Web - Note created on 10/10/2018 08:28:07 and created by Cole Beckett
i will shortly, but to make you aware this is a new block that was approved on a previous case for this vehicle due to stripped head bolts and blown head gaskets.

*** Web - Advice created on 10/10/2018 09:32:52 and created by Eric Patterson ***
1: If the engine was not installed on the vehicle please parts warranty the block. Thank you for the updated information.

*** Web - Advice created on 10/10/2018 09:34:12 and created by Eric Patterson ***
1: Please also add a picture to the case of the blue reman tag

*** 10/10/2018 09:43:35 ***
Web - Note created on 10/10/2018 09:43:35 and created by Cole Beckett
picture attached

*** 10/10/2018 09:43:41 ***
IMG_20181009_112733149.jpg added by Cole Beckett on 10/10/2018 09:43:35

*** 10/10/2018 10:01:47 ***
Web - Note created on 10/10/2018 10:01:47 and created by Cole Beckett
attached pics of threads

*** 10/10/2018 10:01:47 ***
181010_125559.jpg added by Cole Beckett on 10/10/2018 10:01:47

*** 10/10/2018 10:01:48 ***
181010_125547.jpg added by Cole Beckett on 10/10/2018 10:01:47

*** 10/10/2018 10:01:48 ***
181010_125458.jpg added by Cole Beckett on 10/10/2018 10:01:48

*** Web - Advice created on 10/10/2018 10:17:11 and created by Eric Patterson ***
1: Thank you for the pictures. Please order a short block under parts warranty. I will let you know if there will be any special return instructions for the damaged block.

*** 10/19/2018 05:01:02 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: p/pic

*** 12/20/2018 06:45:10 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/20/2018 06:46:24 and created by Sam Camarillo ***
1: Reopened and changed RO # to the current RO for the vehicle.

*** 01/10/2019 07:34:42 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: p/pic

*** 07/26/2019 12:06:09 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/26/2019 12:07:07 and created by Sam Camarillo ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components

require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Web - Advice created on 07/26/2019 12:08:04 and created by Sam Camarillo ***
1: Per Rachelle Nelson of warranty I am creating a PWA case for you, please have the technician validate warranty so it will authorize and close.

*** 07/26/2019 12:08:27 ***
PWA Case created for RA Case 12890181 by Sam Camarillo

*** 07/29/2019 05:36:35 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,632

Prod Date: 09/09/2013 **Warranty Start Date:** 04/20/2014

Dealer/Contact Data:

Dealer: CA267 Concord Kia

Phone: 9256827100 **FAX:** 9256768065

Contact: Joe szeto **Contact Title:** Dual Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/26/2019 07:47:38 ***
Contact = Joe szeto, Priority = Standard, Sub Status = Dispatched

*** 07/26/2019 07:47:38 ***
Web - Problem Description created on 07/26/2019 07:47:38 and created by Joe szeto
customer states running hot.

*** 07/26/2019 07:47:38 ***
Web - Diagnostics created on 07/26/2019 07:47:38 and created by Joe szeto
Found low on coolant by 3/4 gallon. Pressure tested found BK1 head gasket leaking. Fan is working and Thermostat seen to be opening. Water temp
was reading 238.6 degrees

*** 07/26/2019 09:04:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/26/2019 09:07:38 and created by Jerry Gossling ***
1: Joe,
Thank you for the information. I would like to know if this vehicle is still under power train warranty.

Next I recommend to gain access to bank one head bolts and see if they will maintain a 65 foot pounds of torque by using a torque wrench.
Thank you

*** 07/26/2019 13:02:18 ***
Web - Note created on 07/26/2019 13:02:18 and created by Joe szeto
yes still under warranty. Can not torque to 65lbs. bolt keep spinning in block. i believe the Head maybe warp as well

*** Web - Advice created on 07/29/2019 06:22:29 and created by Jerry Gossling ***
1: Joe,

Based off of this information the engine block is damaged.
NOTE, Tech line now has the ability to create a PWA case from a tech line assistance case after all the required information is received. So please provide the following information WRTY 143 PWA core data form. Please review Pitstop 561 on how to properly fill out the PWA form. Thank you

*** 07/29/2019 08:29:43 ***
Web - Note created on 07/29/2019 08:29:43 and created by Joe szeto
Attached wrty143 form

*** 07/29/2019 08:29:44 ***
wrty143 Nystrom.pdf added by Joe szeto on 07/29/2019 08:29:43

*** Web - Advice created on 07/29/2019 10:41:03 and created by Jerry Gossling ***
1: Joe,
Please make sure to check both cylinder heads for warpage using a machinist straight edge per the guide lines listed in the shop manual.
Thank you

*** 07/29/2019 10:42:43 ***
PWA Case created for RA Case 13282628 by Jerry Gossling

*** Web - Advice created on 07/29/2019 10:42:58 and created by Jerry Gossling ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 07/29/2019 11:42:32 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,203

Prod Date: 12/10/2013 **Warranty Start Date:** 12/29/2013

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Anton Crawford **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 07/30/2019 13:07:26 ***
Contact = Anton Crawford, Priority = Standard, Sub Status = Dispatched

*** 07/30/2019 13:07:26 ***
Web - Problem Description created on 07/30/2019 13:06:58 and created by Anton Crawford
C/S THE GAUGE IS OVER HEATING AS THE ENGINE IS HOT WANTS TO GET IT CHECK OUT

*** 07/30/2019 13:07:26 ***
Web - Diagnostics created on 07/30/2019 13:06:58 and created by Anton Crawford
TECH INSPECTED COOLANT CONDITION AT TIME OF SERVICE; VERY DARK GREEN COLOR; INSPECTED COOLANT RESIVOR; COOLANT LEVEL HIGH; TECH INSPECT RADIATOR CAP FOR LEAKS.; NONE FOUND; COOLANT LEVEL LOW IN RADIATOR AT TIME; TECH PERFORMED COOLANT PRESSURE TEST. INSPECTED FOR LEAKS. FOUND COOLANT LEAKS ALONG HEAD GASKET AND TIMING COVER.TECH ABLE TO REPLICATE.

*** 07/30/2019 14:50:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/30/2019 14:52:28 and created by Frank Lusic ***
1: Hello Anton
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings Then attach the core form too

*** Case has been auto closed by the system on 08/15/2019 01:09:00 (PST)

*** Service Alert Escalated to CA as: 13323190 on 08/23/2019 01:08:03 (PST)

*** 09/26/2019 07:31:51 ***
Case Number: XXXXXXXX Reopen Requested by Anton Crawford.
Reason: [Confirmed the reason for overheating; after tear down approval.]

*** 09/26/2019 10:33:30 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/26/2019 10:34:10 and created by Frank Lusic ***
1: What was the reason for the overheating

*** 09/26/2019 12:00:59 ***
Web - Note created on 09/26/2019 12:00:59 and created by Anton Crawford
found 3 bolts on bank 1 exhaust side stripped.

*** Web - Advice created on 09/26/2019 12:42:06 and created by Frank Lusic ***
1: Based on this the engine will need to be replaced but it appears that the power train warranty is no longer valid

*** 09/26/2019 12:47:47 ***
Web - Note created on 09/26/2019 12:47:47 and created by Anton Crawford
We have a kia validation print out shows: Masache, Gloria is cover under power train coverage.

*** Web - Advice created on 09/26/2019 13:34:38 and created by Frank Lusic ***
1: Thank you for the clarification
next time please check the Powertrain Coverage box if it is

*** Web - Advice created on 09/26/2019 13:35:08 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Web - Advice created on 09/26/2019 13:37:40 and created by Frank Lusic ***
1: I cannot create the case due to the warranty not validated by you my manager will review the case

*** 09/26/2019 13:43:23 ***
Warranty coverage overridden by David Brisky.

*** 09/26/2019 13:43:57 ***
Assigned to WIPBin default of Frank Lusic by David Brisky
Reason:

*** Web - Advice created on 09/26/2019 14:08:18 and created by Frank Lusic ***
<For Internal Use Only
Hi David,

Technician entered a space in the name field like '_GLORIA', '_MASACHE'.
If you remove the space from the name and try again, then the warranty will be validated.
>

*** 09/26/2019 14:11:13 ***
PWA Case 13370080 created by Frank Lusic

*** 09/26/2019 14:11:13 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,780

Prod Date: 03/25/2014 **Warranty Start Date:** 06/03/2014

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: omar gaspar **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/24/2019 15:11:42 ***
Contact = omar gaspar, Priority = Standard, Sub Status = Dispatched

*** 07/24/2019 15:11:42 ***
Web - Problem Description created on 07/24/2019 15:11:42 and created by omar gaspar
customer states engine overheating

*** 07/24/2019 15:11:43 ***
Web - Diagnostics created on 07/24/2019 15:11:43 and created by omar gaspar
scanned for trouble codes no codes present at this time. let engine idle verified customer concern inspected coolant expansion tank coolant within safe level checked for coolant leak at water pump no visible signs of leakage at water pump. found that engine cylinder head bank 1 has coolant present between cylinder head and engine block surface. i will upload a photo of my findings to the case, thank you.

*** 07/24/2019 16:21:08 ***
156401037349717164538l2.jpg added by omar gaspar on 07/24/2019 16:21:07

*** 07/24/2019 16:21:10 ***
156401042752418785648l7.jpg added by omar gaspar on 07/24/2019 16:21:08

*** 07/25/2019 06:59:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/25/2019 07:01:09 and created by Frank Lusic ***
1: Hello Omar
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings Then attach the core form too

*** 07/29/2019 18:32:50 ***
Web - Note created on 07/29/2019 18:32:49 and created by omar gaspar
okay, i removed bank 1 cams, both intake and exhaust and found 3 of the 4 exhaust side cylinder head bolts spinning in place and pulled out the threads out of the engine block ,and 1 intake side head bolt has also pulled the threads off the block as well

*** 07/29/2019 18:35:34 ***
Web - Note created on 07/29/2019 18:35:33 and created by omar gaspar
i will submit a pwa form to the case.

*** Web - Advice created on 07/30/2019 07:05:12 and created by Frank Lusic ***
1: great thank you

*** 07/31/2019 08:27:27 ***
15645867951641988908094.jpg added by omar gaspar on 07/31/2019 08:27:25

*** 07/31/2019 08:29:14 ***
Web - Note created on 07/31/2019 08:29:14 and created by omar gaspar
i have uploaded the Pwa to the case.

*** Web - Advice created on 07/31/2019 09:50:23 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided, I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 07/31/2019 09:50:40 ***
PWA Case created for RA Case 13279861 by Frank Lusic

*** Web - Advice created on 07/31/2019 09:51:24 and created by Frank Lusic ***
1: The completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
You will NOT be using a QQK part number
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign

*** Web - Advice created on 07/31/2019 09:53:14 and created by Frank Lusic ***
1: you must validate the warranty before this case can be approved

*** 07/31/2019 11:59:08 ***
You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,143

Prod Date: 11/09/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: MA014 Commonwealth Kia

Phone: 9786873000 **FAX:** 9786886088

Contact: Richard Burnham **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 07/31/2019 11:07:11 ***
Contact = Richard Burnham, Priority = Standard, Sub Status = Dispatched

*** 07/31/2019 11:07:11 ***
Web - Problem Description created on 07/31/2019 11:07:11 and created by Richard Burnham
OVERHEATED, HAS CEL ON.

*** 07/31/2019 11:07:12 ***
Web - Diagnostics created on 07/31/2019 11:07:12 and created by Richard Burnham
COOLANT LEVEL LOW OVER A GALLON IN RADIATOR, OVERFLOW EMPTY. TOPPED OFF AND PRESSURE TESTED ,WATER PUMP IS LEAKING , BUT STARTED MISIFIRING IN CYLINDER #2 AND WORSE IN CYL #4. SPARK PLUGS HAVE OIL RESIDUE ON THEM BUT NO COOLANT SIGNS ON PLUGS THEMSELVES. , SO LOOKS LIKE PUMP LEAKED OUT AT SOME POINT AND ALLOWED ENGINE TO OVERHEAT. HAS NEW OIL IN CRANKCASE FROM ELSEWHERE SO NO SIGNS ON OIL.

*** 07/31/2019 12:25:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/31/2019 12:27:35 and created by Eric Patterson ***
1: TY for the update to the case.
+
Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 45 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Service Alert Escalated to CA as: 13290365 on 08/01/2019 01:05:01 (PST)

*** 08/08/2019 11:28:17 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: cust took home, will reschedule

*** 08/21/2019 05:48:02 ***
Reopened with Sub Status of Working

*** Phone - Advice created on 08/21/2019 05:50:50 and created by Tony Thomas ***
1: Richard called in to reopen. Advised to request to reopen this case again and to validate the warranty.

*** 08/21/2019 05:50:57 ***
Case closed by Tony Thomas with Resolution Code : Cust Took Vehicle
[Resolution Summary]

*** 08/21/2019 05:59:19 ***
Case Number: XXXXXXXX Reopen Requested by Richard Burnham.
Reason: [customer returned vehicle]

*** 08/21/2019 06:02:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/21/2019 06:03:22 and created by Tony Thomas ***
1: Thanks Richard. The warranty has been validated. Let me know what you find.

*** 08/21/2019 12:16:59 ***
1566414857502192373412 7.jpg added by Richard Burnham on 08/21/2019 12:16:57

*** 08/21/2019 12:17:01 ***
1566414979136185355148 3.jpg added by Richard Burnham on 08/21/2019 12:16:59

*** 08/21/2019 12:18:35 ***
Web - Note created on 08/21/2019 12:18:35 and created by Richard Burnham
Far LH head bolt spins. Upper bolt

*** Web - Advice created on 08/21/2019 12:22:03 and created by Tony Thomas ***
1: I need a photo of the head bolt with the threads from the block on it. Thanks.

*** 08/21/2019 13:08:28 ***
1566417978165505946695.jpg added by Richard Burnham on 08/21/2019 13:08:26

*** Web - Advice created on 08/21/2019 13:12:35 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 08/21/2019 13:12:46 ***
PWA Case 13320239 created by Tony Thomas

*** 08/21/2019 13:12:46 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,181

Prod Date: 04/07/2014 **Warranty Start Date:** 08/14/2014

Dealer/Contact Data:

Dealer: PA058 Alexander Kia

Phone: 5704940121 **FAX:** 5704941660

Contact: Jeffrey Yost **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: threads in block pulled

Case History

*** 07/31/2019 12:52:35 ***
Contact = Jeffrey Yost, Priority = Standard, Sub Status = Dispatched

*** 07/31/2019 12:52:35 ***
Web - Problem Description created on 07/31/2019 12:37:23 and created by Jeffrey Yost
traveling and veh. towed in cust states engine overheating and steaming under hood cust states that they just had the same problem and had it repaired at a kis dealer in new York state where they are from..

*** 07/31/2019 12:52:35 ***
Web - Diagnostics created on 07/31/2019 12:37:23 and created by Jeffrey Yost
check coolant in radi none,, check for leaks on top ,,,the thermostat complete housing is all new ,,raised and checked under engine ,,coolant is everywhere,,added more coolant and found left cyl. hesd leaking bad between block and head looks like head is loose on that corner,,,headgasket is leaking bad ,,NOTtime smoking out tailpipe ,,,,I had another 3.3 L v-6 a time ago and head boltthreads pulled out of block in the same place and exact same leaking,,,i think this is same issue I had to replace short block ,,,,thank you for any help... NOTE I think it had this leak before when other kia dealer in NY replaced thermostst housing because it looked like leak from that till you raise veh .and look up under engine then you can realy see real issue .....ypu can call my cell and I can explain better if you need thanks agin

*** 07/31/2019 14:02:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 07/31/2019 14:12:26 and created by Chris Schang ***
1: Jeffrey,
Per our conversation, please get DPSM approval to remove the valve covers and check the head bolts for loose condition and if the head bolts pull the threads, let me know. Thank you.

*** Service Alert Escalated to CA as: 13290315 on 08/01/2019 01:05:01 (PST)

*** 08/15/2019 06:40:41 ***
Web - Note created on 08/15/2019 06:40:41 and created by Jeffrey Yost
sorry for taking so long to get back to you ,but I just gone some time because I and the only one doing engines were a very small shop and I have more towed in ... I removed cover and cams tried torqueing head bolts on ft. head and 3 just spin around threads in block pulled out ..this needs a block replacement thank you for your help... also I hope it comes in befor july because I will be 66 and retiring.... not saying there is a long wait for engines ////

*** Web - Advice created on 08/15/2019 07:29:26 and created by Chris Schang ***
1: Thanks Jeffrey,
The engine will need replaced. If the heads are warped they will need replaced. If they are within specs after the inspection with the strait edge please replaced the block with a reman block and send the heads out for inspection. Or if there is a long block available please use the long block reman engine. Please attach a photo of the valve train as best you can considering its been removed and attach the core data form. Since we have some new software and its a bit touchy, you may have to open a new PWA case on your end that I can go into and approve.

*** 08/20/2019 04:21:01 ***
156629990035312743523 7.jpg added by Jeffrey Yost on 08/20/2019 04:21:00

*** 08/20/2019 04:21:02 ***
15663000009493486000.jpg added by Jeffrey Yost on 08/20/2019 04:21:01

*** Web - Advice created on 08/20/2019 06:36:44 and created by Chris Schang ***
1: Jeffrey,
I am going to close this case and I would like you to request to reopen the case. When you request the case be reopened, be sure that you validate the warranty when prompted so that I can create a PWA case for you.

*** 08/21/2019 09:27:47 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: threads in block pulled out

*** 08/21/2019 09:32:18 ***
Case Number: XXXXXXXX Reopen Requested by Jeffrey
Yost. Reason: [reopen for pwa please]

*** 08/21/2019 09:37:29 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/21/2019 09:38:06 and created by Chris Schang ***
1: Jeffrey,
I am still showing the warranty as not valid. Were you able to validate the warranty on your end?

*** 08/22/2019 13:20:18 ***
Web - Note created on 08/22/2019 13:20:18 and created by Jeffrey Yost
yes when RO was opened on 7-29-2019 this was covered by basic warranty till date of aug. 14 2019 and 1st diag. advice was on 7-31-2019 is there anything else you will need ,please let me know /////thank you

*** Web - Advice created on 08/22/2019 14:39:47 and created by Chris Schang ***
1: Jeffrey,
Can you send a screenshot of the DCS sheet showing the warranty is valid and please update the current vehicle mileage?

*** 08/26/2019 04:54:14 ***
15668203024691540891237.jpg added by Jeffrey Yost on 08/26/2019 04:54:13

*** 08/26/2019 04:54:16 ***
15668204069351032911427.jpg added by Jeffrey Yost on 08/26/2019 04:54:15

*** 08/26/2019 06:36:18 ***
Web - Note created on 08/26/2019 06:36:18 and created by Jeffrey Yost
here is the war. coverage sheet when veh towed in and also the RO with mileage

*** 08/26/2019 10:08:43 ***
Web - Note created on 08/26/2019 10:08:43 and created by Jeffrey Yost
did photos trun out so you could read them,,please let me know for anything else...

*** Web - Advice created on 08/27/2019 08:04:01 and created by Chris Schang ***
1: Jeffrey,
I was out sick yesterday. Is this a second owner vehicle?

*** 08/29/2019 10:32:29 ***
Web - Note created on 08/29/2019 10:32:29 and created by Jeffrey Yost
sorry it took so long he is not orginal new owner

*** Web - Advice created on 08/29/2019 10:47:29 and created by Chris Schang ***
1: Jeffrey,
I cannot approve the case. You will need to contact your DPSM for any possible goodwill assistance. Once it shows out of warranty, despite when the RO was opened, I cannot approve any warranty repairs.

*** 08/29/2019 10:51:31 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: threads in block pulled out--not approved

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,984

Prod Date: 05/01/2014 **Warranty Start Date:** 08/13/2014

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:** 3037618943

Contact: Nicholas Panetti **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine Authorized.

Case History

*** 08/07/2019 06:49:23 ***
Contact = Nicholas Panetti, Priority = Standard, Sub Status = Dispatched

*** 08/07/2019 06:49:24 ***
Web - Problem Description created on 08/07/2019 06:44:49 and created by Nicholas Panetti
customer states engine is over heating.

*** 08/07/2019 06:49:24 ***
Web - Diagnostics created on 08/07/2019 06:44:49 and created by Nicholas Panetti
confirmed vehicle overheating on heavy acceleration. pressure tested, slowly loosing pressure. preformed block test, found exhaust gases escaping. removed upper and lower intakes, was able to pinpoint where head gasket was leaking.(pictures attached). I am aware that the head bolts tend to strip out. I attempted to torque head bolts, bolts around effected area did not torque and pulled out threads. I then removed cylinder heads to check for warpage, head's are ok no warpage. There is only a short block available. At this point i would like to replace cylinder block, head gaskets and head bolts.

*** 08/07/2019 06:52:43 ***
20190802_154826.jpg added by Nicholas Panetti on 08/07/2019 06:52:42

*** 08/07/2019 06:52:45 ***
20190802_143637.jpg added by Nicholas Panetti on 08/07/2019 06:52:43

*** 08/07/2019 06:52:46 ***
156518593005253588917l.jpg added by Nicholas Panetti on 08/07/2019 06:52:45

*** 08/07/2019 09:10:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/07/2019 09:16:07 and created by Greg Phillips ***
1: Why replace the cylinder head if there is no warpage? I would thoroughly check that head, not just for warpage, but if there is no damage, It shouldn't be necessary to replace it. If you do not find any actual damage to the head, you would have to run

it by your DPSM and see if he wants to replace it. Please add a photo of the valve train to the case.

*** 08/07/2019 09:46:53 ***
Web - Note created on 08/07/2019 09:46:53 and created by Nicholas Panetti
as i noted cylinder head has no warpage or damage, i am only trying to get authorization for cylinder block, gaskets and bolts.

*** Web - Advice created on 08/07/2019 10:56:41 and created by Greg Phillips ***
1: Sorry Nicholas, I read that twice and still managed to misread it. I do still need a photo of the valve train though. That was for maintenance verification.

*** 08/07/2019 11:20:45 ***
Web - Note created on 08/07/2019 11:20:45 and created by Nicholas Panetti
No worries, cases updated with valve train picture

*** 08/07/2019 11:20:47 ***
156520192898097027964 7.jpg added by Nicholas Panetti on 08/07/2019 11:20:45

*** Web - Advice created on 08/07/2019 12:59:49 and created by Greg Phillips ***
1: Based on the information you have provided, you are authorized to replace the engine. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Replace the engine with a long block, if available, and follow PS539. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 08/07/2019 13:00:05 ***
PWA has been authorized by Greg Phillips

*** 08/07/2019 13:00:06 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine Authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 62,494

Prod Date: 04/24/2014 **Warranty Start Date:** 05/22/2014

Dealer/Contact Data:

Dealer: IN001 Thomas Kia of Highland

Phone: 2199342266 **FAX:** 2199224986

Contact: Joseph Africano **Contact Title:** Exclusive Kia Technician **Service District:** CE13

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/08/2019 14:46:17 ***
Contact = Joseph Africano, Priority = Standard, Sub Status = Dispatched

*** 08/08/2019 14:46:17 ***
Web - Problem Description created on 08/08/2019 14:46:17 and created by Joseph Africano
CUSTOMER COMPLAINS VEHICLE IS OVERHEATING.

*** 08/08/2019 14:46:18 ***
Web - Diagnostics created on 08/08/2019 14:46:17 and created by Joseph Africano
CHECKED COOLANT LEVEL AND APPEARED TO BE LOW ABOUT 1/4 GAL. REFILLED AND TRIED TO CIRCULATE. WHILE CIRCULATING WAS GETTING ALOT OF AIR BUBBLES. COULD NOT COMPLETELY RID SYSTEM OF AIR. DID A BLOCK CHECK AND TEST REVEALED COMBUSTION GAS ENTERING COOLANT. BELIEVE VEHICLE IS IN NEED OF HEAD GASKETS, AND POSSIBLE CYLINDER HEADS OR BLOCK; HAVE TO CHECK DECK CLEARANCE

*** 08/09/2019 05:35:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/09/2019 05:39:40 and created by Jerry Gossling ***
1: Joseph,
Access the head bolts & see if the head bolts will maintain a 65 FT LBS of torque by using a torque wrench.
Please request authorization from your DPSM to perform the check.
Thank you

*** 08/13/2019 10:00:27 ***
Web - Note created on 08/13/2019 10:00:27 and created by Joseph Africano
ALL HEAD BOLTS ON REAR HEAD MAINTAINED 65 FT LBS. ALMOST ALL BOLTS ON FRONT/LEFT SIDE HEAD ARE STRIPPED AND WILL NOTY MAINTAIN 65 FT LBS

*** Phone - Advice created on 08/13/2019 11:13:09 and created by David Finkelstein ***
1: Tech called in . Advised him the block will need to be replaced. Original owner and this is a DSA A dealer so no Tech line

PWA needed to replace the block.

*** Case has been auto closed by the system on 08/29/2019 01:09:50 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,392

Prod Date: 04/14/2014 **Warranty Start Date:** 06/21/2014

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: FRANCIS LE **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 08/08/2019 14:48:18 ***
Contact = FRANCIS LE, Priority = Standard, Sub Status = Dispatched

*** 08/08/2019 14:48:18 ***
Web - Problem Description created on 08/08/2019 14:48:18 and created by FRANCIS LE
Customer states there is a possible coolant leak and the vehicle would not accelerate when driving at freeway speeds and then started to run rough.

*** 08/08/2019 14:48:18 ***
Web - Diagnostics created on 08/08/2019 14:48:18 and created by FRANCIS LE
I removed the engine from the vehicle and performed tear down. Check torque specs on the both cylinder head. Specification for first pass is 27.5-30.4 ftlb and I set the torque wrench to 30 ftlb. Found some of the head bolts were loose and some will not reach 30 ftlb. Checked head surface and found that Right hand cylinder head is warped measuring at .003 inch with a feeling gauge and straight edge. A case was open #13182302 and I was advised to close the case an open a PWA. I have attached a PWA form to this case

*** 08/08/2019 14:48:19 ***
pwa 188251.pdf added by FRANCIS LE on 08/08/2019 14:48:19

*** 08/09/2019 05:43:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/09/2019 05:51:03 and created by Steven Okimura ***
1: You have validated the warranty and the completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 08/09/2019 05:51:17 ***
PWA has been authorized by Steven Okimura

*** 08/09/2019 05:51:17 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 63,429

Prod Date: **Warranty Start Date:** 12/04/2013

Dealer/Contact Data:

Dealer: MN017 Tom Kadlec Kia

Phone: 5072812222 **FAX:** 5073611330

Contact: Isaac Kern **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/14/2019 13:10:19 ***
Contact = Isaac Kern, Priority = Standard, Sub Status = Dispatched

*** 08/14/2019 13:10:19 ***
Web - Problem Description created on 08/14/2019 13:10:19 and created by Isaac Kern
customer states that vehicle overheated. was towed in.

*** 08/14/2019 13:10:20 ***
Web - Diagnostics created on 08/14/2019 13:10:20 and created by Isaac Kern
checked the coolant and was about 1.5 to 2 quarts low.
filled the coolant, performed a pressure test with no visible leaks out of any hoses, water pump.
there is coolant stains around the starter and i raised the vehicle, took of the under cover and saw that it's coming from the head gasket, with it running you can also see it bubbling. at the head.

*** 08/14/2019 13:52:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/14/2019 13:55:03 and created by Frank Lusic ***
1: Hello Isaac
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 08/15/2019 10:05:03 ***
Web - Note created on 08/15/2019 10:05:02 and created by Isaac Kern
the two head bolts under the exhaust camshaft where it was leaking were loose and are unable to be torqued down to Spec.
so order just the block for it or what? its under power train warranty

*** Web - Advice created on 08/15/2019 10:13:30 and created by Frank Lusic ***

1: You will be replacing the long block if available , the head are most likely warped

I have generated a PWA case for you; Based on the information you have provided, You must validate the warrant before the case will be approved I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 08/15/2019 10:13:48 ***
PWA Case created for RA Case 13309223 by Frank Lusic

*** 08/15/2019 10:13:48 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 20,621

Prod Date: 05/10/2018 **Warranty Start Date:** 05/23/2018

Dealer/Contact Data:

Dealer: IL072 Napleton's Elgin Kia

Phone: 8477178800 **FAX:** 8477178819

Contact: Collin Mihevc **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: MIL - PCM # P030100, P030300, and P030500.P12500 and P122000

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/15/2019 11:03:32 ***
Contact = Collin Mihevc, Priority = Standard, Sub Status = Dispatched

*** 08/15/2019 11:03:32 ***
Web - Problem Description created on 08/15/2019 11:03:32 and created by Collin Mihevc
Customer states vehicle lacks power and has excessive smoke from tailpipe.

*** 08/15/2019 11:03:33 ***
Web - Diagnostics created on 08/15/2019 11:03:33 and created by Collin Mihevc
Verified concern, found codes P030100, P030300, and P030500. Also found active code P12500 and P122000. Inspected oil level and found oil level is low and oil is mixed with coolant, found coolant level is low as well. Performed combustion leak check and indicated combustion gas in radiator. Performed leak down test and found 20% on cylinder 1, 50% on cylinder 3 and 45-50 percent on cylinder 5. Bank 2 tested within normal range (less than 5% leak down). Leak from test was primarily in cooling system.

*** 08/15/2019 11:33:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/15/2019 11:36:50 and created by Frank Lusic ***
1: Hello Collin
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 08/17/2019 12:32:05 ***
Web - Note created on 08/17/2019 12:32:04 and created by Collin Mihevc
Sorry for the delay I just brought the vehicle back in today and did what you asked. I found that two head bolts will not tighten and are free-spinning. the rest worked correctly. I'm assuming at this point we are looking at an engine then. Thank you.

*** Web - Advice created on 08/19/2019 06:37:26 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided, You must validate the warrant before the case will be approved I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Case has been auto closed by the system on 09/04/2019 01:09:58 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 60,985

Prod Date: **Warranty Start Date:** 12/09/2013

Dealer/Contact Data:

Dealer: VA049 Beyer Kia Falls Church

Phone: 7032375000 **FAX:** 7035333945

Contact: jaeeun baek **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/15/2019 16:16:26 ***
Contact = jaeeun baek, Priority = Standard, Sub Status = Dispatched

*** 08/15/2019 16:16:26 ***
Web - Problem Description created on 08/15/2019 16:16:26 and created by jaeeun baek
ENGINE OVERHEATING

*** 08/15/2019 16:16:26 ***
Web - Diagnostics created on 08/15/2019 16:16:26 and created by jaeeun baek
Coolant is leaking from engine head gasket, found engine oil and coolant mixture. Found engine head bolt loose, and also engine block threads are poor condition

*** 08/15/2019 16:18:05 ***
20190815_181121.jpg added by jaeeun baek on 08/15/2019 16:18:04

*** 08/15/2019 16:19:48 ***
20190815_180257.jpg added by jaeeun baek on 08/15/2019 16:19:47

*** 08/15/2019 16:21:47 ***
20190815_180846.jpg added by jaeeun baek on 08/15/2019 16:21:46

*** 08/15/2019 16:24:13 ***
20190815_182811.mp4 added by jaeeun baek on 08/15/2019 16:23:49

*** 08/15/2019 16:25:51 ***
20190815_180310.jpg added by jaeeun baek on 08/15/2019 16:25:50

*** 08/15/2019 16:28:40 ***
15659116806155341942 41.jpg added by jaeeun baek on 08/15/2019 16:28:39

*** Service Alert Escalated to CA as: 13312005 on 08/16/2019 01:05:32 (PST)

*** 08/16/2019 05:07:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/16/2019 05:12:39 and created by Jerry Gossling ***
1: Jaeeun,
Based off your provided information, the short block will need to be replaced.
The heater core and radiator will need to be thoroughly flushed and all the coolant hoses & thermostat will need to be replaced.
Thank you

*** 08/16/2019 05:13:07 ***
PWA Case created for RA Case 13311633 by Jerry Gossling

*** 08/16/2019 05:13:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 94,972

Prod Date: **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: TX103 Southwest Kia - Rw

Phone: 4694022900 **FAX:** 4694022925

Contact: ENNIS HENDERSON **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/18/2019 12:59:26 ***
Contact = ENNIS HENDERSON, Priority = Standard, Sub Status = Dispatched

*** 07/18/2019 12:59:26 ***
Web - Problem Description created on 07/18/2019 12:59:26 and created by ENNIS HENDERSON
overheating, loosing coolant

*** 07/18/2019 12:59:27 ***
Web - Diagnostics created on 07/18/2019 12:59:27 and created by ENNIS HENDERSON
performed cooling system pressure test, system passed. inspected for leaks, none found. topped off coolant, tested thermostat operation, thermostat opens and closes as designed. test drove, vehicle began to overheat. returned to the shop, vehicle temp returned to normal within seconds of idling in park. removed the radiator cap and i could heard and see the coolant bubbling in the overflow tank. removed some of the coolant and performed a block test. system did not pass the block test. is there any other items that should be inspected at this time?

*** 07/18/2019 14:40:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/18/2019 14:43:24 and created by Douglas McKay ***
1: Please and make sure the vehicle has powertrain warranty. 1st owner up to 100,000 miles and 10 years . 2nd owner up to 60,000 miles 5 years of original sales date.

*** Web - Advice created on 07/18/2019 14:44:51 and created by Douglas McKay ***
1: Please, contact your DPSM for approval to disassemble the engine for inspection of the block and cylinder head surface with a machinist straight edge. Thank you.
2: When removing the cylinder heads check the torque on the head bolts before removing to check for stripped or pulling threads, please take a video of this process for review. Thank you.

*** Service Alert Escalated to CA as: 13272017 on 07/19/2019 01:05:15 (PST)

*** Case has been auto closed by the system on 08/03/2019 01:08:59 (PST)
*** 08/16/2019 10:14:02 ***
Case Number: XXXXXXXX Reopen Requested by ENNIS HENDERSON.
Reason: [found head bolts will not tighten.]

*** 08/19/2019 09:09:49 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/19/2019 09:11:06 and created by Tony Thomas ***
1: Please attach a photo of the full valve train and the bolts with the treads from the block.

*** 08/19/2019 10:59:41 ***
Web - Note created on 08/19/2019 10:59:41 and created by ENNIS HENDERSON
i have a video of me tighten the bolts with a 3/8 ratchet. the bolts tighten and do not stop on the exhaust side, bank 2.

*** 08/19/2019 10:59:53 ***
20190816_103236_51930170907928.mp4 added by ENNIS HENDERSON on 08/19/2019 10:59:42

*** Web - Advice created on 08/19/2019 11:06:40 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 08/19/2019 11:06:55 ***
PWA Case created for RA Case 13271480 by Tony Thomas

*** 08/19/2019 11:06:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,298

Prod Date: 03/21/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: IN019 Gurley Leep Kia

Phone: 5742565427 **FAX:** 5742586339

Contact: Dan Beaird **Contact Title:** Dual Technician **Service District:** CE13

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 08/21/2019 14:00:03 ***
Contact = Dan Beaird, Priority = Standard, Sub Status = Dispatched

*** 08/21/2019 14:00:03 ***
Web - Problem Description created on 08/21/2019 14:00:03 and created by Dan Beaird
Customer was complaining about the cooling fan running after shutting engine off.

*** 08/21/2019 14:00:03 ***
Web - Diagnostics created on 08/21/2019 14:00:03 and created by Dan Beaird
Another tech diagnosed that it was leaking coolant at the left head gasket near cylinder #2 causing it to run hot.

I got the vehicle to do the repair and during tear down I found two head bolts loose indicating the threads are pulled out in the block, it is the two bolts on both sides of bank 2 exhaust port. The only reason I found this before I pulled the head is that I've had one do this before so I checked them before pulling the cams and the heads wiggle.

*** 08/21/2019 15:41:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/21/2019 15:43:40 and created by Eric Patterson ***
1: Thank you, Please measure the heads and check for warpage and add pictures of the bolts with the stripped heads and pictures of the leak from the head gasket if its not too late

I will also need a short video of the valve train and the vin plate
2: Then I can approve the engine replacement for you.

*** Service Alert Escalated to CA as: 13320786 on 08/22/2019 01:04:51 (PST)

*** 08/22/2019 07:03:08 ***

Web - Note created on 08/22/2019 07:03:08 and created by Dan Beaird
Pictures and video added. Ended up finding 3 bolts loose with threads in block damaged, the number of the bolt indicates the location in loosening sequence.
Checked block and head sealing surfaces with precision straight edge, all areas checked are under .002 in.

*** 08/22/2019 07:03:39 ***
VINTAG_TO_VALVETRAIN.mp4 added by Dan Beaird on 08/22/2019 07:03:09

*** 08/22/2019 07:03:41 ***
HEAD_BOLTS.jpg added by Dan Beaird on 08/22/2019 07:03:39

*** 08/22/2019 07:03:43 ***
NUMBER2_BOLT.jpg added by Dan Beaird on 08/22/2019 07:03:41

*** 08/22/2019 07:03:43 ***
LH_HEADBOLT2.JPG added by Dan Beaird on 08/22/2019 07:03:43

*** 08/22/2019 07:03:44 ***
LH_HEADBOLT6.JPG added by Dan Beaird on 08/22/2019 07:03:44

*** 08/22/2019 07:03:44 ***
LH_HEADBOLT8.JPG added by Dan Beaird on 08/22/2019 07:03:44

*** 08/22/2019 07:03:46 ***
LEAKING_AREA.jpg added by Dan Beaird on 08/22/2019 07:03:44

*** Web - Advice created on 08/22/2019 11:23:07 and created by Eric Patterson ***
1: Thank you for providing all of the attachments to the case. The block will need replaced. I will approve the engine case for you.
2: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/22/2019 11:23:10 ***
PWA has been authorized by Eric Patterson

*** 08/22/2019 11:23:10 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,030

Prod Date: **Warranty Start Date:** 09/27/2018

Dealer/Contact Data:

Dealer: WV011 Hometown Kia

Phone: 3042551406 **FAX:** 3042555405

Contact: Erwin Dale **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for warranty authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 08/20/2019 12:16:17 ***
Contact = Erwin Dale, Priority = Standard, Sub Status = Dispatched

*** 08/20/2019 12:16:17 ***
Web - Problem Description created on 08/20/2019 12:15:00 and created by Erwin Dale
antifreeze is coming from behind exhaust manifold and looks like it is crystallizing from the heat of the manifold, does not seem to be the head gasket.

*** 08/20/2019 12:16:18 ***
Web - Diagnostics created on 08/20/2019 12:15:00 and created by Erwin Dale
none
has there been any other cases like this?

*** 08/20/2019 14:16:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/20/2019 14:19:50 and created by Frank Lusic ***
1: Hello Erwin
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold,

then if these are okay then replace the cylinder head

*** 08/26/2019 14:06:40 ***
Web - Note created on 08/26/2019 14:06:40 and created by Erwin Dale
disassembled engine to check head bolt torque
by the chart in kgis head bolts 1 4 5 were loose compared to the rest
re-torqued the head bolts in proper order found 1 5 are stripped out of the block

*** Web - Advice created on 08/26/2019 14:27:06 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided, You must validate the warrant before the case will be approved I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 08/26/2019 14:27:30 ***
PWA Case created for RA Case 13317861 by Frank Lusic

*** 08/26/2019 14:27:30 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 81,142

Prod Date: **Warranty Start Date:** 04/30/2015

Dealer/Contact Data:

Dealer: MD002 Darcars Kia

Phone: 3016307000 **FAX:** 3017029403

Contact: Farzad Makarehchi **Contact Title:** Shop Foreman **Service District:** SO11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/19/2019 09:23:10 ***
Contact = Farzad Makarehchi, Priority = Standard, Sub Status = Dispatched

*** 08/19/2019 09:23:10 ***
Web - Problem Description created on 08/19/2019 09:19:55 and created by Farzad Makarehchi
Customer state engine over heating and engine light on

*** 08/19/2019 09:23:10 ***
Web - Diagnostics created on 08/19/2019 09:19:55 and created by Farzad Makarehchi
This vehicle has been in several time for the same issue .
when first start noticed a slight engine miss and DTC is set as p0300, P0310, p0303
Up on inspection found the coolant is low .
Top off coolant and bring the engine to operating temperature . at this time water is circulating as upper and lower hose are hot .
max observed temperature 212 deg , fan at 35%
no misfire recorded.
the pressure cap is new and tested , the thermostat was replaced and previous visit with pressure cap.
noticed the coolant overflow tank emits bubbles from the radiator indicating combustion in the cooling system .

*** 08/19/2019 09:51:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/19/2019 09:59:27 and created by Jay Jurado ***
1: Tech called in to review case. Advised to perform an engine block test, and update the case with his results at this time.

*** 08/19/2019 10:58:08 ***
156623673812147347 3438.jpg added by Farzad Makarehchi on 08/19/2019 10:58:07

*** 08/19/2019 10:58:09 ***
15662367614883518805 08.jpg added by Farzad Makarehchi on 08/19/2019 10:58:08

*** 08/19/2019 10:58:10 ***
156623680191470212201 6.jpg added by Farzad Makarehchi on 08/19/2019 10:58:09

*** Web - Advice created on 08/19/2019 13:30:25 and created by Jay Jurado ***
1: Thanks for the photos of the block test results. Please attach a photo of one of the valvetrains for further review.

*** Service Alert Escalated to CA as: 13316553 on 08/20/2019 01:05:03 (PST)

*** 08/28/2019 08:03:29 ***
Web - Note created on 08/28/2019 08:03:29 and created by Kevin Higgins
Can you please transfer the case from MD008 to MD002. We moved the vehicle to the shop that originally worked on it. Thank you.
We will be sending pictures of the valve train today.

*** Web - Advice created on 08/28/2019 10:43:33 and created by Jay Jurado ***
1: Case information has been update to MD002.

*** 08/28/2019 10:46:55 ***
Web - Note created on 08/28/2019 10:46:55 and created by Kevin Higgins
Valvetrain picture uploaded. Please advise next step.

*** 08/28/2019 10:46:56 ***
valvetrain.jpg added by Kevin Higgins on 08/28/2019 10:46:56

*** Web - Advice created on 08/29/2019 07:13:46 and created by Jay Jurado ***
1: Thanks for the valvetrain photo. Can you check to see if any of the head bolt threads have pulled out of the block?

*** 08/29/2019 12:26:49 ***
Web - Note created on 08/29/2019 12:26:49 and created by Farzad Makarehchi
from what we can tell with out the complete engine disassembly the head bolts feel lose
thanks

*** Web - Advice created on 08/30/2019 09:14:15 and created by Jay Jurado ***
1: I have generated a PWA case for you; please validate the vehicle warranty so the PWA can be approved
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/30/2019 09:14:32 ***
PWA Case created for RA Case 13315004 by Jay Jurado

*** 08/30/2019 09:14:32 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,026

Prod Date: 04/20/2013 **Warranty Start Date:** 05/07/2013

Dealer/Contact Data:

Dealer: MA050 Balise Kia

Phone: 4133161500 **FAX:** 4133015564

Contact: Michael Beninato **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** 09/04/2019 08:54:59 ***
Contact = Michael Beninato, Priority = Standard, Sub Status = Dispatched

*** 09/04/2019 08:54:59 ***
Web - Problem Description created on 09/04/2019 08:54:59 and created by Michael Beninato
Appears to be an external oil leak front the rear bank head gasket on the intake valve side.

*** 09/04/2019 08:54:59 ***
Web - Diagnostics created on 09/04/2019 08:54:59 and created by Michael Beninato
It was a suspected oil pressure switch, but that did not fix it. Can visual see the oil begin to pool up right where the head mates to the block

*** 09/04/2019 10:55:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/04/2019 10:59:49 and created by Eric Patterson ***
1: Please add pictures to the case or a video.

*** Web - Advice created on 09/04/2019 11:01:13 and created by Eric Patterson ***
1: Please make sure you look at the highest point and there is dye in the oil system.

*** 09/05/2019 08:19:20 ***
Web - Note created on 09/05/2019 08:19:20 and created by Michael Beninato
why would you need dye its an obvious oil leak not another fluid. What do you mean highest point?

*** Web - Advice created on 09/05/2019 09:07:41 and created by Eric Patterson ***
1: Please add pictures to the case or a video.
2: This is a PWA case, does the engine need replaced?
I have seen the head have a porous hole, leak from the stud locations etc. Please add the video and prove where the leak is from so we can move forwards.

*** 09/05/2019 10:38:32 ***
Web - Note created on 09/05/2019 10:38:31 and created by Michael Beninato
I apologize i put it under the wrong category. This is a help with repairs case. I'm hoping i don't have to make a new case. They do have extended warranty. A porous hole leak from where the lower intake manifold bolts to?

*** Web - Advice created on 09/05/2019 11:09:48 and created by Eric Patterson ***
1: Yes, No problem, I can still help you.

Please add pictures to the case of the leak area, I would suggest using dye just in case for this reason. Is the GDI pump seal leaking?
2: Please just add pictures of the leak area so I can assist. Thanks Michael.

*** Service Alert Escalated to CA as: 13341972 on 09/06/2019 01:03:26 (PST)

*** Case has been auto closed by the system on 09/21/2019 01:09:30 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,472

Prod Date: 06/21/2013 **Warranty Start Date:** 12/07/2013

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: JERALD MILLER **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/10/2019 13:47:59 ***
Contact = JERALD MILLER, Priority = Standard, Sub Status = Dispatched

*** 09/10/2019 13:48:00 ***
Web - Problem Description created on 09/10/2019 13:48:00 and created by JERALD MILLER
Customer states check engine light warning light was on and flashing and the temperature gauge is all over the place and the radiator fan stays on after vehicle is off

*** 09/10/2019 13:48:00 ***
Web - Diagnostics created on 09/10/2019 13:48:00 and created by JERALD MILLER
Tech inspection found coolant leaking from rear head gasket attached video

*** 09/10/2019 13:49:12 ***
6872603C-BF29-4BB4-BDFD-153857A5E320.MOV added by JERALD MILLER on 09/10/2019 13:48:00

*** 09/10/2019 16:14:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/10/2019 16:17:04 and created by Eric Patterson ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 45 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Service Alert Escalated to CA as: 13348408 on 09/11/2019 01:06:44 (PST)

*** 09/11/2019 14:54:56 ***
Web - Note created on 09/11/2019 14:54:56 and created by JERALD MILLER
Attached video of tear down tech found head bolt stripped and camshaft scoring with metal flakes

*** 09/11/2019 14:55:48 ***
C899E6C2-6377-4467-B0EB-B9A1031F7041.MOV added by JERALD MILLER on 09/11/2019 14:54:57

*** Phone - Advice created on 09/11/2019 15:10:00 and created by Eric Patterson ***
1: Thank you for the information.

When the heads are ordered if needed, please make sure all the oil galley balls are installed in the heads. I have seen 1 or more cases where the check balls are missing on the 3.3l heads.
Thank you for the quick teardown.

The short block will need replaced for the concern.
2: If the heads need replaced please transfer all valvetrain components to the new cylinder heads.
If they are ok , please send them out for pressure checking. Thank you again Jerald.
3: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/11/2019 15:10:06 ***
PWA has been authorized by Eric Patterson

*** 09/11/2019 15:10:06 ***
Case closed by Eric Patterson with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,626

Prod Date: **Warranty Start Date:** 02/23/2015

Dealer/Contact Data:

Dealer: UT008 Jerry Seiner Kia

Phone: 8014956950 **FAX:** 8014956974

Contact: Tom Romero **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 09/06/2019 14:28:58 ***
Contact = Tom Romero, Priority = Standard, Sub Status = Dispatched

*** 09/06/2019 14:28:58 ***
Web - Problem Description created on 09/06/2019 14:28:58 and created by Tom Romero
engine overheats

*** 09/06/2019 14:28:58 ***
Web - Diagnostics created on 09/06/2019 14:28:58 and created by Tom Romero
pressure test radiator cap- failed. replaced cap. road test for concern. found temp getting up to 228 to 235. check fan operation. ok at this time. check for leaks. found bank 2 leaking between head and block.

*** 09/06/2019 14:38:23 ***
58949866750 _ 2AB0861C-93BD-4B41-B87A-EB2DA9D265A9.MOV added by Tom Romero on 09/06/2019 14:38:21

*** 09/06/2019 15:26:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin RA cases

*** Web - Advice created on 09/06/2019 15:34:00 and created by Mike Ozonur ***
1: please remove the valve covers and torque the cylinder head bolts to 85ftlbs and see if they tighten or spin and trip
2: next remove the cylinder heads and measure the surface flatness with a precision straight edge

*** 09/09/2019 09:26:58 ***
Web - Note created on 09/09/2019 09:26:58 and created by Tom Romero
CAN NOT TORQUE HEAD BOLTS CAMS ARE IN THE WAY OF HEAD BOLTS. NEED TO REMOVED FRONT COVER AND TIMING CHAINS.

*** Web - Advice created on 09/09/2019 13:42:06 and created by Mike Ozonur ***
1: tech called in and states, if he torques the head bolts they will strip, advised if so please provide a picture of the head bolts showing the threads on them,

2: also to remove the cylinder heads and measure the surface flatness with a straight edge and report back

*** 09/10/2019 06:45:03 ***
15681230039593153700420389880673.jpg added by Tom Romero on 09/10/2019 06:45:02

*** 09/10/2019 06:46:58 ***
Web - Note created on 09/10/2019 06:46:58 and created by Tom Romero
thread pulled at 53 ft pounds of torque

*** Web - Advice created on 09/10/2019 14:40:20 and created by Mike Ozonur ***
1: tech called in and states the head bolts are stripped and added picture to the case, also measured cylinder head for flatness and found them to be warped over 0.03
2: advised tech Based on information you provided engine has to be replaced. Recommend that you Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
3: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083

*** 09/10/2019 14:40:41 ***
PWA Case created for RA Case 13343316 by Mike Ozonur

*** 09/10/2019 14:40:41 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 61,569

Prod Date: 04/09/2014 **Warranty Start Date:** 05/12/2014

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248377000 **FAX:** 7248308021

Contact: Robert Preston **Contact Title:** Dual Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 09/18/2019 11:31:52 ***
Contact = Robert Preston, Priority = Standard, Sub Status = Dispatched

*** 09/18/2019 11:31:52 ***
Web - Problem Description created on 09/18/2019 11:31:42 and created by Robert Preston
Hard to start, white smoke from exhaust. Coolant in oil and vice versa. Engine possibly overheated. Only DTC stored was history for P0304. Freeze frame showed Temp as 31C.

*** 09/18/2019 11:31:52 ***
Web - Diagnostics created on 09/18/2019 11:31:42 and created by Robert Preston
Cylinder leakdown test, cylinders 2, 4, 5 leaking into cooling system, bubbles in coolant. Upon disassembly, found several head bolts not tight, 2 bolts pulled threads out of block.

*** 09/18/2019 11:32:19 ***
Web - Note created on 09/18/2019 11:32:19 and created by Robert Preston
There were no visible external coolant leaks.

*** 09/18/2019 13:53:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/18/2019 14:13:17 and created by Eric Patterson ***
1: Great job Robert. I see you've been down this road. Thank you for the information and attachments.
2: Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.
3: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/18/2019 14:13:21 ***
PWA has been authorized by Eric Patterson

*** 09/18/2019 14:13:21 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** Service Alert Escalated to CA as: 13359545 on 09/19/2019 01:03:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,457

Prod Date: **Warranty Start Date:** 09/04/2015

Dealer/Contact Data:

Dealer: OK024 Big Red Kia

Phone: 4053644400 **FAX:** 4054478248

Contact: Ronnie Taylor **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Please Specify

Resolution: PWA Authorized

Case History

*** 09/07/2019 07:22:46 ***
Contact = Ronnie Taylor, Priority = Standard, Sub Status = Dispatched

*** 09/07/2019 07:22:46 ***
Web - Problem Description created on 09/07/2019 07:22:46 and created by Ronnie Taylor
Over heating

*** 09/07/2019 07:22:46 ***
Web - Diagnostics created on 09/07/2019 07:22:46 and created by Ronnie Taylor
Ran a block test and it failed. Cooling fans are working coolant is full and good. Keeps getting air in system used vac u fill and it still keeps getting hot
Bubbling and belching out overflow. There is a rod knocking also.

*** 09/07/2019 08:36:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/07/2019 08:38:06 and created by Steven Okimura ***
1: Ronnie, attach a video of the engine noise and VIN plate.
Check the engine oil level, if low, report how many quarts.(new requirement for all warranty engines, must be added to the case notes)

*** 09/09/2019 06:50:31 ***
20190909_083951.mp4 added by Ronnie Taylor on 09/09/2019 06:49:17

*** Web - Advice created on 09/09/2019 07:59:50 and created by Steven Okimura ***
1: Ronnie, the knocking noise is not heard in the video. Try recording from below the engine.
<For Internal Use Only
o>

*** 09/13/2019 06:34:01 ***
Web - Note created on 09/13/2019 06:34:01 and created by Ronnie Taylor
New video from underneath

*** 09/13/2019 06:34:18 ***
20190913_082638.mp4 added by Ronnie Taylor on 09/13/2019 06:34:01

*** Web - Advice created on 09/13/2019 07:27:12 and created by Steven Okimura ***
1: Ronnie, the video is not showing any engine knocking. Verify which cylinders are leaking into the cooling system, check for damaged head bolt threads, try torquing down the head bolts, if any fail to tighten and continue to turn the engine should be replaced.
Check the engine oil level, if low, report how many quarts.(new requirement for all warranty engines, must be added to the case notes)
Please remove the valve cover and attach a photo of the valve train (Not the valve cover) to verify the engine has been maintained properly.

*** Web - Advice created on 09/18/2019 11:58:15 and created by Steven Okimura ***
<For Internal Use Only
.>

*** 09/18/2019 11:58:15 ***
Web - Note created on 09/18/2019 11:58:15 and created by Ronnie Taylor
Removed bank #2 valve cover and found 1 head bolt loose and 1 stripped on cylinder #4.
Oil is normal and full

*** 09/19/2019 08:22:32 ***
Web - Note created on 09/19/2019 08:22:32 and created by Ronnie Taylor
Found stripped head bolt on #4 cylinder. Oil is normal and full

*** Web - Advice created on 09/19/2019 09:11:42 and created by Steven Okimura ***
1: Ronnie, please attach a photo of the top of the valve train to verify proper maintenance and of the damaged threads if possible.

*** 09/20/2019 07:31:24 ***
Web - Note created on 09/20/2019 07:31:24 and created by Ronnie Taylor
I have uploaded a pic of the valve train. Pic of the bolt I can't get

*** 09/20/2019 07:31:26 ***
20190920_092448.jpg added by Ronnie Taylor on 09/20/2019 07:31:25

*** 09/20/2019 09:36:24 ***
PWA Case created for RA Case 13343774 by Steven Okimura

*** 09/20/2019 09:36:24 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,836

Prod Date: 05/08/2013 **Warranty Start Date:** 10/30/2013

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Brandon Boyer **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 09/20/2019 13:17:28 ***
Contact = Brandon Boyer, Priority = Standard, Sub Status = Dispatched

*** 09/20/2019 13:17:28 ***
Web - Problem Description created on 09/20/2019 13:17:28 and created by Brandon Boyer
vehicle over heating

*** 09/20/2019 13:17:28 ***
Web - Diagnostics created on 09/20/2019 13:17:28 and created by Brandon Boyer
performed combustion test fluid turned yellow exhaust gas present in cooling system. attached photos

*** 09/20/2019 13:17:30 ***
20190920_140351.jpg added by Brandon Boyer on 09/20/2019 13:17:29

*** 09/20/2019 13:17:33 ***
20190920_140457.jpg added by Brandon Boyer on 09/20/2019 13:17:31

*** 09/20/2019 13:31:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/20/2019 13:36:44 and created by Jerry Gossling ***
1: Brandon,
Please gain access to the head bolts. Next see if the head bolt will maintain a 65 FT LBS of torque by using a torque wrench.
Thank you

*** 09/20/2019 15:55:58 ***
20190920_165145.jpg added by Brandon Boyer on 09/20/2019 15:55:57

*** 09/20/2019 15:56:55 ***
Web - Note created on 09/20/2019 15:56:55 and created by Brandon Boyer

uploaded photo of head bolt pulled threads out on block between cly 2 and cyl 4

*** Web - Advice created on 09/23/2019 07:59:48 and created by Jerry Gossling ***
1: Brandon,
Based off of your information the engine is damaged.

*** 09/23/2019 07:59:57 ***
PWA Case 13363791 created by Jerry Gossling

*** 09/23/2019 07:59:58 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 31,391

Prod Date: 04/24/2018 **Warranty Start Date:** 05/10/2018

Dealer/Contact Data:

Dealer: IL080 McGrath Arlington Kia

Phone: 8472023900 **FAX:** 8477765527

Contact: Jason Fitzgerald **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 09/23/2019 12:03:58 ***
Contact = Jason Fitzgerald, Priority = Standard, Sub Status = Dispatched

*** 09/23/2019 12:03:58 ***
Web - Problem Description created on 09/23/2019 12:03:58 and created by Jason Fitzgerald
PUT AN ENGINE IN THIS VEHICLE FOR OVERHEATING CONCERN, HEADBOLT ISSUE. VEHICLE HAS HAD ABOUT 300 MILES PUT ON IT AND IS BACK WITH A SLIGHT LOWER END KNOCK
HOW WOULD YOU LIKE ME TO PROCEED

*** 09/23/2019 12:03:59 ***
Web - Diagnostics created on 09/23/2019 12:03:59 and created by Jason Fitzgerald
VERIFIED CUSTOMERS CONCERN

*** 09/23/2019 13:56:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 09/23/2019 13:58:06 and created by Jay Jurado ***
1: TL authorization required for all dealers – Video of condition required*
Video requirement examples below are for illustration purposes, individual requirements will vary based upon the condition reported:
• Video should be continuous and show the VIN
(most convenient VIN plate) and pan to show the engine condition
• For engine seizures, attempt to turn over engine with breaker bar in video with the belt off
• For hole in engine block, show hole in video
• For engine smoking condition (piston ring sealing), show smoke in video.

*** Service Alert Escalated to CA as: 13365230 on 09/24/2019 01:05:15 (PST)

*** 09/26/2019 09:09:25 ***
Web - Note created on 09/26/2019 09:09:25 and created by Jason Fitzgerald
Can hear it best from riverside wheel well and from underneath vehicle.

*** 09/26/2019 09:10:12 ***
20190926_120157.mp4 added by Jason Fitzgerald on 09/26/2019 09:09:25

*** 09/26/2019 09:20:43 ***
Web - Note created on 09/26/2019 09:20:43 and created by Jason Fitzgerald
It gets louder as vehicle warms up

*** Web - Advice created on 09/26/2019 09:21:10 and created by Jay Jurado ***
1: Thanks for the video. Just to clarify, the noise is coming from the engine, and not the transmission?

*** 09/26/2019 10:37:11 ***
Web - Note created on 09/26/2019 10:37:10 and created by Jason Fitzgerald
CORRECT, NOISE IS COMING FROM ENGINE

*** Web - Advice created on 09/26/2019 11:22:59 and created by Jay Jurado ***
1: Can you attach a photo of the blue reman tag for review?

*** 09/26/2019 11:59:03 ***
Web - Note created on 09/26/2019 11:59:03 and created by Jason Fitzgerald
I DONT BELEIVE IT WAS A REMAN, NO TAG ON IT.

*** 09/26/2019 13:17:03 ***
Web - Note created on 09/26/2019 13:17:03 and created by Jason Fitzgerald
HAD MY PARTS DEPT. DOUBLE CHECK. WE PUT A NEW ENGINE IN THIS VEHICLE. AFTER QUESTIONING IF IT WAS ENGINE OR TRANS I WENT BACK AND DOUBLE CHECKED.
IF I ROTATE ENGINE BY HAND I WILL GET ALMOST A POPPING NOISE AT TIMES, WILL TRY TO GET VIDEO

*** Web - Advice created on 09/26/2019 13:23:21 and created by Jay Jurado ***
1: Thanks for the update. Will wait for your video.

*** 09/26/2019 13:52:33 ***
Web - Note created on 09/26/2019 13:52:33 and created by Jason Fitzgerald
You can hear the "pop" noise 2 times in the video, once about half way thru the recording and once at the end of the video

*** 09/26/2019 13:53:27 ***
20190926_164654.mp4 added by Jason Fitzgerald on 09/26/2019 13:52:33

*** Web - Advice created on 09/26/2019 15:15:00 and created by Jay Jurado ***
1: Can you inspect the torque converter bolt heads and make sure none of them show any damage?

*** 09/27/2019 06:42:03 ***
Web - Note created on 09/27/2019 06:42:03 and created by Jason Fitzgerald
allready checked them, all tight no damage seen to bolts

*** Web - Advice created on 09/27/2019 08:30:35 and created by Jay Jurado ***
1: Can you check, as the noise gets louder, see if its resonance coincides with wheel speed or engine RPM.

*** 09/28/2019 06:55:48 ***
Web - Note created on 09/28/2019 06:55:48 and created by Jason Fitzgerald
its rpm related, as you tip into throttle it seems to get less noisey, seems like its more oil pressure related. still there slightly but at idle its at its loudest

*** 09/28/2019 06:59:03 ***
Web - Note created on 09/28/2019 06:59:03 and created by Jason Fitzgerald
also when you shift into a gear it increases in volume

*** Web - Advice created on 09/30/2019 08:13:13 and created by Jay Jurado ***
1: Ok, based on your information, recommend replacing the engine again. I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/30/2019 08:13:25 ***
PWA Case 13373156 created by Jay Jurado

*** 09/30/2019 08:13:25 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,389

Prod Date: **Warranty Start Date:** 01/10/2015

Dealer/Contact Data:

Dealer: PA059 Kia of West Chester

Phone: 6104293500 **FAX:** 6104299555

Contact: Adrian Records **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/29/2019 11:14:58 ***
Contact = Adrian Records, Priority = Standard, Sub Status = Dispatched

*** 07/29/2019 11:14:58 ***
Web - Problem Description created on 07/29/2019 11:03:24 and created by Adrian Records
Customer states A/C blows warm.

*** 07/29/2019 11:14:58 ***
Web - Diagnostics created on 07/29/2019 11:03:24 and created by Adrian Records
I tested A/C system and found that the A/C blows cold initially, then blows warm once engine operating temperature is achieved. Upon visual inspection, I noted that the coolant reservoir was depleted. I also found the radiator was filled only to approximately half capacity. Upon further inspection I found coolant residue around the front exhaust manifold where the manifold bolts to the cylinder head. This coolant trail in no way appeared to connect the plastic coolant distribution block on the side of the engine. The radiator fan operates normally. I replenished the cooling system with a burp funnel and started the engine. When applying throttle, there is a considerable surge of coolant into the burp funnel, and when allowed to run at length, the engine to consumes a non trivial amount of coolant. I suspect at least one of the head gaskets is blown. With sufficient coolant in the system, the A/C seems to operate indefinitely.

*** 07/29/2019 12:37:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/29/2019 12:39:30 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 07/30/2019 06:32:39 ***
Web - Note created on 07/30/2019 06:32:39 and created by Adrian Records
Upon closer inspection, it appears as though the coolant residue originates from the exhaust manifold itself, specifically the studs to which the manifold is attached. The residue seems concentrated around the studs, spreading from there. There is even coolant residue present around the upper most studs. Perhaps this is an indication of an issue with the head itself? I've

included pictures for clarity.

*** 07/30/2019 06:32:41 ***
IMG_3701.JPG added by Adrian Records on 07/30/2019 06:32:39

*** 07/30/2019 06:32:44 ***
IMG_3703.JPG added by Adrian Records on 07/30/2019 06:32:41

*** 07/30/2019 06:32:46 ***
IMG_3704.jpg added by Adrian Records on 07/30/2019 06:32:45

*** Web - Advice created on 07/30/2019 06:39:33 and created by Sam Camarillo ***
1: I have seen that but not a very common issue. I would remove the exhaust manifolds and pressurize to verify if it is from studs or coming out of the ports.

*** 07/30/2019 10:22:19 ***
Web - Note created on 07/30/2019 10:22:19 and created by Adrian Records
I have removed the exhaust manifold, removed the coolant residue, and attempted to pressure test the cooling system. After 10 minutes have elapsed, the cooling system pressure has not lowered, nor have any active leaks made themselves apparent. I suspect the leak is only present when the engine is at operating temperature. I have included more pictures showing the distribution of coolant residue along the head and exhaust manifold.

*** 07/30/2019 10:22:21 ***
IMG_3706.JPG added by Adrian Records on 07/30/2019 10:22:19

*** 07/30/2019 10:22:23 ***
IMG_3707.JPG added by Adrian Records on 07/30/2019 10:22:21

*** 07/30/2019 10:47:44 ***
Web - Note created on 07/30/2019 10:47:43 and created by Adrian Records
After allowing the system to remain under pressure for over half an hour, I have discovered a small trickle of fresh coolant. While I am unable to locate its exact point of origin, it is abundantly clear that it is leaking from some point above the exhaust ports.

*** Web - Advice created on 07/30/2019 10:48:11 and created by Sam Camarillo ***
1: I think it is the Head gasket leaking down onto the manifold top
I would do my initial suggestion as the loose head bolts are much more common

*** 07/30/2019 11:08:16 ***
Web - Note created on 07/30/2019 11:08:16 and created by Adrian Records
I'm not sure if you saw my latest update, as it is time-stamped only a few seconds before your reply came through. I have traced a small leak to a point above the the exhaust ports. I'm also slightly confused as to how the head gasket could leak on to the top of the exhaust manifold, as it is on the bottom of the cylinder head.

*** Web - Advice created on 07/30/2019 12:09:03 and created by Sam Camarillo ***
1: OK I see you last note. it sounds like a porous spot or crack on the head.
I realized what I wrote after I sent it but all notes are stuck in the case forever lol
I would get approval if needed to remove that head and inspect closer. Probably a good idea to send it out to get it checked.
Also when you remove the head bolts be conscious of the break away torque. I do see bolts pull on this model.

*** Case has been auto closed by the system on 08/15/2019 01:09:00 (PST)
*** 08/29/2019 14:29:47 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/29/2019 14:35:27 and created by Mike Ozonur ***
1: tech called in and state the new tappets that he ordered has holes on top and asking if that is normal or not,
2: advised tech most likely they were misbuilt and to order new ones

*** Case has been auto closed by the system on 09/14/2019 01:07:28 (PST)
*** 09/23/2019 10:27:11 ***
Case Number: XXXXXXXX Reopen Requested by Adrian Records.
Reason: [Case was auto-closed due to inactivity while waiting on parts delivery. Parts finally arrived and I started engine reassembly While torquing the head bolts on the final pass, one of the head bolts pulled the threads from the block. I followed techline recommendations for checking to make sure the threads were okay during initial dis assembly, and all the bolts checked out fine. They did not hold up to torquing in new head bolts however.]

*** Service Alert Escalated to CA as: 13309718 on 09/24/2019 01:03:30 (PST)
*** 09/24/2019 11:40:39 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/24/2019 11:47:44 and created by Mike Ozonur ***
1: thanks for the update please remove the head bolts and provide a picture showing the pulled out threads on the bolts

*** 09/25/2019 05:45:19 ***
Web - Note created on 09/25/2019 05:45:19 and created by Adrian Records
I attached a photo of the pulled threads on one bolt I did not continue to torque the rest, so I don't know how many more will also pull.

*** 09/25/2019 05:45:21 ***
15694153363681537734635.jpg added by Adrian Records on 09/25/2019 05:45:20

*** Web - Advice created on 09/25/2019 07:56:17 and created by Mike Ozonur ***
1: based on information provided recommend to replace the engine assembly,
2: Based on information you provided engine has to be replaced. Recommend that you Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines
3: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083

*** 09/25/2019 07:56:55 ***
PWA Case created for RA Case 13285322 by Mike Ozonur

*** 09/25/2019 07:56:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,622

Prod Date: **Warranty Start Date:** 06/11/2014

Dealer/Contact Data:

Dealer: FL088 Greenway Kia North

Phone: 4075711234 **FAX:** 4075710316

Contact: David Schuneman **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/22/2019 12:20:38 ***
Contact = David Schuneman, Priority = Standard, Sub Status = Dispatched

*** 08/22/2019 12:20:38 ***
Web - Problem Description created on 08/22/2019 12:20:38 and created by David Schuneman
got a vehicle here customer is complaining of a coolant smell and leaking coolant. during inspection tech found coolant leaking from LH (front head) head gasket. tech found combustion gasses coming up into coolant reservoir and out of coolant cap.

*** 08/22/2019 12:20:39 ***
Web - Diagnostics created on 08/22/2019 12:20:39 and created by David Schuneman
block test. visual inspection.

*** 08/22/2019 13:06:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 08/22/2019 13:08:40 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** Case has been auto closed by the system on 09/07/2019 01:08:06 (PST)
*** 09/24/2019 14:08:15 ***
Case Number: XXXXXXXX Reopen Requested by David Schuneman.
Reason: [tech applied 45ft-lbs of torque to head bolts closest to leak. tech found about 45 degrees of rotation on head bolts. since the engine overheated would a long block be recommended due to head possibly being warped? it will be hard to tell until the head is pulled.]

*** 09/25/2019 10:32:43 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/25/2019 10:36:03 and created by Tony Thomas ***
1: David. If the head bolts spin it will need a long block if they torqued and did not spin, you will need to pull the heads for inspection Be sure you validate proper maintenance has been performed and the overheating is not related to damage or neglect to the cooling system.

*** 09/25/2019 14:08:27 ***
Web - Note created on 09/25/2019 14:08:27 and created by David Schuneman
tech applied 45ft-lbs of torque to the head bolt closest to head gasket leak and found the bolts spun. tech inspected cooling system and found no damage to radiator or cooling components.

*** Service Alert Escalated to CA as: 13368771 on 09/26/2019 01:04:58 (PST)

*** Web - Advice created on 09/26/2019 06:55:07 and created by Tony Thomas ***
1: Please attach a photo of the head bolt with the threads from the block for documentation. Thanks.

*** 09/27/2019 15:52:57 ***
Web - Note created on 09/27/2019 15:52:56 and created by David Schuneman
Attached it me applying 45 ft-lbs to the head bolt in question. And a picture of the head bolt and the threads pulled out of the block. Just as you suggested.

*** 09/27/2019 15:53:00 ***
0927191842.jpg added by David Schuneman on 09/27/2019 15:52:57

*** 09/27/2019 15:54:02 ***
0927191838.mp4 added by David Schuneman on 09/27/2019 15:53:00

*** Web - Advice created on 09/30/2019 06:05:06 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 09/30/2019 06:05:19 ***
PWA Case created for RA Case 13321954 by Tony Thomas

*** 09/30/2019 06:05:19 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,238

Prod Date: 05/14/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: OH080 Great Lakes Kia

Phone: 6145222800 **FAX:** 6147375999

Contact: BENJAMIN DOWNARD Sr. **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 09/30/2019 07:25:52 ***
Contact = BENJAMIN DOWNARD Sr., Priority = Standard, Sub Status = Dispatched

*** 09/30/2019 07:25:52 ***
Web - Problem Description created on 09/30/2019 07:25:52 and created by BENJAMIN DOWNARD Sr.
customer states the vehicle has been running hot. White smoke from hood last night

*** 09/30/2019 07:25:52 ***
Web - Diagnostics created on 09/30/2019 07:25:52 and created by BENJAMIN DOWNARD Sr.
Pulled vehicle in checked the oil level and found it to be low. Checked the coolant level and it is low as well. There is oil in the coolant.

*** 09/30/2019 08:08:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/30/2019 08:24:39 and created by Steven Okimura ***
1: Benjamin, please inspect the plugs and perform a cylinder leakdown test to isolate which cylinders are affected.

*** 10/04/2019 10:26:04 ***
Web - Note created on 10/04/2019 10:26:04 and created by BENJAMIN DOWNARD Sr.
Checked bank two for the cylinder leak down had 8 % cylinder six had 12% cylinder 4 Cylinder 2 was 18%

*** Web - Advice created on 10/04/2019 14:04:26 and created by Steven Okimura ***
1: Please remove the valve cover and attach a photo of the valve train (Not the valve cover) to verify the engine has been maintained properly.
Check head bolts for damaged threads near your high leakdown, try torquing down the head bolts, let me know if they fail to tighten.

*** 10/07/2019 11:47:15 ***
image.jpg added by BENJAMIN DOWNARD Sr. on 10/07/2019 11:47:14

*** Web - Advice created on 10/07/2019 13:06:11 and created by Steven Okimura ***
1: Thank you for the photo showing the valve train is clean.

*** 10/08/2019 08:06:57 ***
Web - Note created on 10/08/2019 08:06:57 and created by BENJAMIN DOWNARD Sr.
There are two head bolts that are stripped.

*** Web - Advice created on 10/08/2019 10:39:52 and created by Steven Okimura ***
1: You have validated the warranty and based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 10/08/2019 10:40:03 ***
PWA has been authorized by Steven Okimura

*** 10/08/2019 10:40:04 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,184

Prod Date: 09/18/2013 **Warranty Start Date:** 10/09/2013

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Ryan Young **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Warranty Exclusion-Auto

Case History

*** 10/04/2019 12:59:55 ***
Contact = Ryan Young, Priority = Standard, Sub Status = Dispatched

*** 10/04/2019 12:59:55 ***
Web - Problem Description created on 10/04/2019 12:59:55 and created by Ryan Young
C/S the vehicle will overheat when ac is running

*** 10/04/2019 12:59:55 ***
Web - Diagnostics created on 10/04/2019 12:59:55 and created by Ryan Young
confirmed the vehicle is overheating while idling. fan is operating as designed. found coolant level low in radiator, normal levels in reservoir. found oil in the coolant reservoir and radiator. photos attached. inspected vehicle and found coolant and oil leak on rear bank of engine from head gasket.

*** 10/04/2019 12:59:56 ***
20191004114034357.jpg added by Ryan Young on 10/04/2019 12:59:56

*** 10/04/2019 12:59:57 ***
20191004114304508.jpg added by Ryan Young on 10/04/2019 12:59:56

*** 10/04/2019 12:59:57 ***
20191004114249475.jpg added by Ryan Young on 10/04/2019 12:59:57

*** 10/04/2019 12:59:59 ***
20191004_092817.jpg added by Ryan Young on 10/04/2019 12:59:58

*** 10/04/2019 13:00:02 ***
20191004_092805.jpg added by Ryan Young on 10/04/2019 13:00:00

*** 10/04/2019 13:00:05 ***
20191004_092852.jpg added by Ryan Young on 10/04/2019 13:00:03

*** 10/05/2019 08:11:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 10/05/2019 08:18:47 and created by Eric Patterson ***
1: Thank you for the attachments to the case.
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add photos of the stripped bolts to the case.
3: If the heads are warped then replace the m and transfer all components.

*** Web - Advice created on 10/05/2019 08:19:24 and created by Eric Patterson ***
1: Or if there is any metal on the OCV screens please stop and attach photos to the case.

*** 10/08/2019 17:07:25 ***
Web - Note created on 10/08/2019 17:07:25 and created by Ryan Young
found no metal shaving on ocvs. found 4 headbolts spinning in the block, video attached (using a 3/8 ratchet to turn head bolts) . cylinder head warp is 0.003. photo attached of head bolts.

*** 10/08/2019 17:07:27 ***
20191008_165823.jpg added by Ryan Young on 10/08/2019 17:07:26

*** 10/08/2019 17:07:29 ***
20191008_165827.jpg added by Ryan Young on 10/08/2019 17:07:28

*** 10/08/2019 17:12:22 ***
20191007_170829.mp4 added by Ryan Young on 10/08/2019 17:11:51

*** Web - Advice created on 10/09/2019 06:17:13 and created by Eric Patterson ***
1: Thank you for the information. The block will need replaced.
2: I will need to approve a PWA case for you. But the system is down. As soon as the system comes back up I will approve the engine replacement.

*** 10/09/2019 13:15:09 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/09/2019 13:15:58 and created by Eric Patterson ***
1: I will create the PWA case for you now. Please look for your warranty approval email, or search the PWA Approval case by the vin
2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal.

*** 10/09/2019 13:16:11 ***
PWA Case 13386940 created by Eric Patterson

*** 10/09/2019 13:16:12 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13387324 on 10/10/2019 01:04:50 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,695

Prod Date: 04/24/2013 **Warranty Start Date:** 05/19/2013

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup

Phone: 2532868000 **FAX:** 2532866061

Contact: Christopher Ford **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: engine

Case History

*** 10/09/2019 14:34:58 ***
Contact = Christopher Ford, Priority = Standard, Sub Status = Dispatched

*** 10/09/2019 14:34:58 ***
Web - Problem Description created on 10/09/2019 14:34:58 and created by Christopher Ford
customer states that they had their vehicle at another shop for a rattle concern coming from the engine and was told it had a blown head gasket

*** 10/09/2019 14:34:58 ***
Web - Diagnostics created on 10/09/2019 14:34:58 and created by Christopher Ford
started the vehicle, could hear a noise coming from the engine area, found coolant was extremely low, i added a lot of water in the radiator, pressure tested system and could see water leaking onto floor. lifted vehicle. could see water pissing out of head gasket on B2, i will update case with a video of the leak

*** 10/09/2019 14:36:41 ***
IMG_1654.MOV added by Christopher Ford on 10/09/2019 14:36:37

*** 10/10/2019 05:42:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 10/10/2019 05:49:02 and created by Jay Jurado ***
1: Thanks for the video. Can you confirm if any of the head bolt threads have pulled out of the block?

*** 10/10/2019 08:45:58 ***
Web - Note created on 10/10/2019 08:45:57 and created by Christopher Ford
Found where the coolant leak was those bolts were really loose. The third one from the back side pulled threads. Can see oil and coolant mixture now.

*** 10/10/2019 08:46:00 ***
image.jpg added by Christopher Ford on 10/10/2019 08:45:58

*** 10/10/2019 08:46:00 ***
9AECEF8A-41DA-40C3-A3E6-2A4BA0E643B2.jpeg added by Christopher Ford on 10/10/2019 08:46:00

*** Web - Advice created on 10/10/2019 08:49:40 and created by Jay Jurado ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Seibel now auto generates the PWA core form for you. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/10/2019 08:50:02 ***
PWA has been authorized by Jay Jurado

*** 10/10/2019 08:50:03 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,542

Prod Date: **Warranty Start Date:** 02/20/2015

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: John Martin **Contact Title:** Apprentice Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Please Specify

Resolution: PWA Authorized

Case History

*** 10/11/2019 12:02:08 ***
Contact = John Martin, Priority = Standard, Sub Status = Dispatched

*** 10/11/2019 12:02:08 ***
Web - Problem Description created on 10/11/2019 12:02:08 and created by John Martin
combustion gases in cooling system

*** 10/11/2019 12:02:08 ***
Web - Diagnostics created on 10/11/2019 12:02:08 and created by John Martin
checked codes. found p0196(p), and p0360(h). found coolant level low. exhaust gases blowing out of radiator w/ engine running. removed valve cover and b2-s2 exhaust camshaft. checked head bolt torque. multiple head bolts turn with little effort and will not tighten.

*** 10/11/2019 12:22:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/11/2019 12:23:14 and created by Steven Okimura ***
1: Attach a photo of the valve trains and report the current engine oil level.

*** 10/11/2019 13:10:29 ***
Web - Note created on 10/11/2019 13:10:29 and created by John Martin
oil level full

*** 10/11/2019 13:10:51 ***
279409.mp4 added by John Martin on 10/11/2019 13:10:30

*** 10/14/2019 05:55:40 ***
PWA Case created for RA Case 13390072 by Steven Okimura

*** 10/14/2019 05:55:41 ***

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,646

Prod Date: 12/10/2013 **Warranty Start Date:** 06/30/2014

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 **FAX:** 8282989856

Contact: Ira Norton **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 10/15/2019 08:26:26 ***
Contact = Ira Norton, Priority = Standard, Sub Status = Dispatched

*** 10/15/2019 08:26:26 ***
Web - Problem Description created on 10/15/2019 08:26:26 and created by Ira Norton
VEHICLE CAME IN WITH TOP RADIATOR HOSE BUSTED. VEHICLE HAS BEEN OVERHEATED. ENGINE OIL IN COOLANT. REMOVED VALVE COVER AND FOUND HEAD BOLTS LOOSE. TRIED TO RE TORQUE HEAD BOLTS AND THEY WILL NOT TORQUE. THERE IS SLUDGE PRESENT IN VALVE TRAIN. I WILL UPLOAD VIDEO OF HEAD BOLT MOVEMENT ASAP.

REQUESTING APPROVAL FOR SHORT BLOCK REPLACEMENT.
IF HEADS ARE FOUND WARPED DURING SHORT BLOCK INSTALL AND NEED REPLACED WILL I NEED TO OPEN A NEW PWA CASE.

*** 10/15/2019 08:26:26 ***
Web - Diagnostics created on 10/15/2019 08:26:26 and created by Ira Norton
VERIFIED VEHICLE NEEDS ENGINE REPLACED.

*** 10/15/2019 08:30:44 ***
20191015_082826.mp4 added by Ira Norton on 10/15/2019 08:30:25

*** 10/15/2019 10:25:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 10/15/2019 10:29:01 and created by Jay Jurado ***
1: Is it possible to include the VIN in the video for documentation purposes? Please see video guidelines below. Thanks.
2: TL authorization required for all dealers – Video of condition required*
Video requirement examples below are for illustration purposes, individual requirements will vary based upon the condition reported:
• Video should be continuous and show the VIN

(most convenient VIN plate) and pan to show the engine condition
• For engine seizures, attempt to turn over engine with breaker bar in video with the belt off
• For hole in engine block, show hole in video
• For engine smoking condition (piston ring sealing), show smoke in video.

*** 10/15/2019 11:10:01 ***
20191015_110619.mp4 added by Ira Norton on 10/15/2019 11:09:11

*** 10/15/2019 11:12:40 ***
Web - Note created on 10/15/2019 11:12:40 and created by Ira Norton
I have attached new video with vin included. sorry for any inconvenience. thank you

*** Web - Advice created on 10/15/2019 11:33:32 and created by Jay Jurado ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Seibel now auto generates the PWA core form for you. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/15/2019 11:33:39 ***
PWA has been authorized by Jay Jurado

*** 10/15/2019 11:33:40 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,286

Prod Date: 09/05/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NY076 Smithtown Kia

Phone: 6317248008 **FAX:** 6313606779

Contact: KEVIN BARTOLI **Contact Title:** Service Manager **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/21/2019 09:04:42 ***
Contact = KEVIN BARTOLI, Priority = Standard, Sub Status = Dispatched

*** 10/21/2019 09:04:42 ***
Web - Problem Description created on 10/21/2019 09:04:42 and created by KEVIN BARTOLI
Vehicle was towed in, Customer concern is that vehicle overheated

*** 10/21/2019 09:04:43 ***
Web - Diagnostics created on 10/21/2019 09:04:43 and created by KEVIN BARTOLI
technician pressure tested coolant system found there to be a leaking head gasket. Got DPSM approval for tare down the engine to duplicate. Technician disassembled engine found one head bolt to be stripped out. heads appear to still be in good shape ...needs an engine

*** 10/21/2019 09:06:47 ***
Web - Note created on 10/21/2019 09:06:47 and created by KEVIN BARTOLI
Also have DPSM approval for repairs

*** 10/21/2019 10:56:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/21/2019 11:01:06 and created by Frank Lusic ***
1: Hello Kevin
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures

as outlined in the Shop Manual. DO NOT order or install a QQK Campaign

*** 10/21/2019 12:32:36 ***
PWA has been authorized by Rob Levy

*** 10/21/2019 12:32:36 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 13,726

Prod Date: 05/29/2018 **Warranty Start Date:** 10/04/2018

Dealer/Contact Data:

Dealer: FL109 Deland Kia

Phone: 3867347800 **FAX:** 3867340618

Contact: Jorge Viera **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Prior Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/11/2019 08:55:12 ***
Contact = Jorge Viera, Priority = Standard, Sub Status = Dispatched

*** 10/11/2019 08:55:12 ***
Web - Problem Description created on 10/11/2019 08:55:12 and created by Jorge Viera
coolant leaking

*** 10/11/2019 08:55:13 ***
Web - Diagnostics created on 10/11/2019 08:55:12 and created by Jorge Viera
found coolant leak on the left side of engine right by the head gasket. pressurize system see a little leak where the exhaust manifold and head meets

*** 10/11/2019 08:59:27 ***
20191011_114730.jpg added by Jorge Viera on 10/11/2019 08:59:24

*** 10/11/2019 08:59:32 ***
20191011_114736.jpg added by Jorge Viera on 10/11/2019 08:59:28

*** 10/11/2019 08:59:36 ***
20191011_114750.jpg added by Jorge Viera on 10/11/2019 08:59:32

*** 10/11/2019 09:13:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/11/2019 09:20:22 and created by Jerry Gossling ***
1: Jorge,
Please remove the exhaust manifold. Next pressurize the cooling system and see if the coolant leak is definitely coming from the head gasket. If so please provide a very clear video of the leak.
Thank you

*** 10/11/2019 13:30:01 ***
Web - Note created on 10/11/2019 13:30:01 and created by Jorge Viera
Attach more photos with out the manifold but engine is cold so its holding pressure so I cant see where it's coming from

*** 10/11/2019 13:30:07 ***
20191011_161552.jpg added by Jorge Viera on 10/11/2019 13:30:02

*** 10/11/2019 13:30:11 ***
20191011_161601.jpg added by Jorge Viera on 10/11/2019 13:30:07

*** 10/11/2019 13:30:17 ***
20191011_161604.jpg added by Jorge Viera on 10/11/2019 13:30:12

*** 10/11/2019 13:30:23 ***
20191011_161607.jpg added by Jorge Viera on 10/11/2019 13:30:17

*** 10/11/2019 13:30:27 ***
20191011_161932.jpg added by Jorge Viera on 10/11/2019 13:30:23

*** 10/11/2019 13:30:32 ***
20191011_162309.jpg added by Jorge Viera on 10/11/2019 13:30:27

*** 10/11/2019 13:30:37 ***
20191011_162316.jpg added by Jorge Viera on 10/11/2019 13:30:32

*** Web - Advice created on 10/14/2019 05:13:39 and created by Jerry Gossling ***
1: Jorge,
The coolant appears to be building up above the exhaust manifold indicating the coolant leak is not from the head gasket. Please look above the cylinder head for a coolant leak.
Thank you

*** 10/16/2019 08:47:39 ***
Web - Note created on 10/16/2019 08:47:39 and created by Jorge Viera
I look above the cylinder head cant see it coming from anywhere. Its building up in the head like its crack. Only leaks when its hot.

*** Web - Advice created on 10/16/2019 13:08:51 and created by Jerry Gossling ***
1: Jorge,
Please remove the valve cover of the leaking cylinder head. Next use a torque wrench and see if all the head bolts will maintain 65 FT LBS of torque by using a torque wrench.
Thank you

*** 10/21/2019 05:57:43 ***
Web - Note created on 10/21/2019 05:57:43 and created by Jorge Viera
two of the head bolts will not maintain 65 FT LBS

*** Web - Advice created on 10/21/2019 10:16:45 and created by Jerry Gossling ***
1: Jorge,
Based off of this information the cylinder block is damaged.
Thank you

*** 10/21/2019 10:16:59 ***
PWA Case created for RA Case 13389693 by Jerry Gossling

*** 10/21/2019 10:16:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,187

Prod Date: 04/13/2013 **Warranty Start Date:** 11/09/2013

Dealer/Contact Data:

Dealer: TX079 Westside Kia

Phone: 2813923200 **FAX:** 2813923896

Contact: Sean Martin **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 10/23/2019 09:08:26 ***
Contact = Sean Martin, Priority = Standard, Sub Status = Dispatched

*** 10/23/2019 09:08:26 ***
Web - Problem Description created on 10/23/2019 08:53:12 and created by Sean Martin
customer came in with concerns of vehicle running hot. VEHICLE IS OVERHEATING-WHEN IT DOES SEE BUBBLES IN COOLANT JUG,inspected and found thermostat stuck close and coolant low,filled coolant and retest,same problem after.and coolant was pushing out of radiator when engine was running with engine being cold at the time.performed psi test found no external leaks of coolant,performed block leak test using combustion leak indicating fluid,leak was detected,combustion gases are present in the coolant system,removed all spark plugs and found some coolant residue inside of cylinders 1-2 4-and 6 coolant came out of cylinder #6 while checking compression

*** 10/23/2019 09:08:26 ***
Web - Diagnostics created on 10/23/2019 08:53:12 and created by Sean Martin
scan for dtc,inspected coolant system checked compression and used scope to see down in cylinders compression and replaced thermostat

*** 10/23/2019 11:13:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/23/2019 11:15:36 and created by Frank Lusic ***
1: Hello Sean
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 11/05/2019 06:52:34 ***
Web - Note created on 11/05/2019 06:52:34 and created by Sean Martin
Good morning,gain access to head bolts,head bolts was not torque ,and just turn when tightening 6 out of ten on bank 2

*** Web - Advice created on 11/05/2019 07:09:37 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 11/05/2019 07:09:54 ***
PWA Case 13422621 created by Frank Lusic

*** 11/05/2019 07:09:55 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13424151 on 11/06/2019 01:07:00 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,563

Prod Date: 04/30/2014 **Warranty Start Date:** 07/29/2014

Dealer/Contact Data:

Dealer: NY134 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Algeny Capellan **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/25/2019 07:36:05 ***
Contact = Algeny Capellan, Priority = Standard, Sub Status = Dispatched

*** 10/25/2019 07:36:05 ***
Web - Problem Description created on 10/25/2019 07:15:10 and created by Algeny Capellan
C/S to dealer engine light on vehicle averhated

*** 10/25/2019 07:36:05 ***
Web - Diagnostics created on 10/25/2019 07:15:10 and created by Algeny Capellan
Diagnose found code P0300 P0302 P0304 P0306 found the left side head leaking coolant performance compression test on cylinder 2 143 cylinder 4 90 cylinder 6 30 coolan he's coming out from between left side head and block attached some pictures in a video for you can see performing leak down on Cylinder 6 98% of leak remove valve cover inspector headphone on Cylinder 6 dead bolt lift up I torque cylinder 6 head bolt to 80 ft of torque did not hold torqu boat lift up from the Block they'll quit smoking a lot when you turn it on removed to have to check of surface use a straightedge check cylinder 6 erea 0.05mm going through the bottom of the straight edge of cylinder 6 add notes vehicle saying that doesn't have power train attached a picture DCS validated warranty I am putting the name how he's coming on the DCS thank you

*** 10/25/2019 07:36:07 ***
157201410814310821454 70.jpg added by Algeny Capellan on 10/25/2019 07:36:06

*** 10/25/2019 07:44:38 ***
IMG_5841.MOV added by Algeny Capellan on 10/25/2019 07:44:22

*** 10/25/2019 08:17:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 10/25/2019 08:32:37 and created by Chris Schang ***
1: Algeny,
I will have to have my manager override the warranty.

*** Web - Advice created on 10/25/2019 08:35:49 and created by Chris Schang ***
1: Algeny,
Can you please attach a photo of the valve train for maintenance verification. Thanks.

*** 10/25/2019 09:20:35 ***
Web - Note created on 10/25/2019 09:20:35 and created by Algeny Capellan
attach valve train photo

*** 10/25/2019 09:20:38 ***
FA27B1ED-E098-4EFC-BA93-53FF0EA64FA1.jpeg added by Algeny Capellan on 10/25/2019 09:20:36

*** 10/25/2019 09:20:41 ***
BA55BAC0-C45B-4EAF-95EB-C272FBE55C1E.jpeg added by Algeny Capellan on 10/25/2019 09:20:39

*** 10/25/2019 09:32:49 ***
Assigned to WIPBin Everyday Cases of Chris Schang by David Brisky
Reason:

*** 10/25/2019 10:48:59 ***
PWA Case created for RA Case 13409169 by Chris Schang

*** 10/25/2019 10:48:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 2,972

Prod Date: 10/10/2018 **Warranty Start Date:** 08/14/2019

Dealer/Contact Data:

Dealer: NY129 Kia of Huntington

Phone: 6315460200 **FAX:** 6315460201

Contact: Joseph Garone **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced water pump ,

Case History

*** 10/29/2019 04:57:44 ***
Contact = Joseph Garone, Priority = Standard, Sub Status = Dispatched

*** 10/29/2019 04:57:44 ***
Web - Problem Description created on 10/29/2019 04:55:13 and created by Joseph Garone
customer states on long trips the car overheats . Conferred with problem noticed radiator hoses get very hard . with kds water temp goes to 212 '

*** 10/29/2019 04:57:45 ***
Web - Diagnostics created on 10/29/2019 04:55:14 and created by Joseph Garone
Checked for coolant in radiator and overflow bottle both filled to proper levels . Checked coolant fan to see if it would go on which it did , did notice pressure in radiator went up to 19psi and temp on upper rad hose 210 lower 150

*** 10/29/2019 04:57:46 ***
20191028_155559.jpg added by Joseph Garone on 10/29/2019 04:57:45

*** 10/29/2019 06:16:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 RA cases to PWA

*** Web - Advice created on 10/29/2019 06:27:42 and created by Aldo Parada ***
1: What units is that gauge you showed on picture measuring?

Please pressure check system and pressure check radiator cap for at least 3 minutes. Make sure radiator cap is the correct specifications for vehicle preferably OEM.

*** 10/29/2019 06:31:13 ***
Web - Note created on 10/29/2019 06:31:12 and created by Joseph Garone
measuring psi

*** 10/29/2019 06:49:15 ***

Web - Note created on 10/29/2019 06:49:15 and created by Joseph Garone
radiator and cap holds safely at 15 psi for over 5 min

*** Web - Advice created on 10/29/2019 06:55:22 and created by Aldo Parada ***
1: What about the rest of system?

*** 10/29/2019 07:14:27 ***
Web - Note created on 10/29/2019 07:14:27 and created by Joseph Garone
system holdoprth externallyapplied and internal on its own as the car is running, my concern is stemming fromthe fact that the car overheats at speed (twice) on long trips. I'm feeling with the hot running presuure at 19psi plus that the system is pressure locked ,ie.compression pressure bleeding in .

*** Web - Advice created on 10/29/2019 09:00:56 and created by Aldo Parada ***
1: You will need to rephrase that paragraph, I do not know what you are trying to tell me. How did you confirm issue, have you driven it and got the vehicle to over heat yourself?

In addition, check your thermostat for proper operation, use KDS to check when it opens and it opens at the correct time.

*** 10/29/2019 09:43:06 ***
Web - Note created on 10/29/2019 09:43:06 and created by Joseph Garone
as the engine is running the pressure on the radiator goes over 19 psi . my concern is a bad head gasket leaking

*** Web - Advice created on 10/29/2019 11:11:48 and created by Aldo Parada ***
1: You said the system holds pressure when doing cooling system pressure test. If the head gasket was leaking you would loose pressure.

When you run vehicle at operation temp does the radiator bubble with the radiator cap open?

*** Escalated to CA as: 13413353 on 10/30/2019 01:06:32 (PST)
*** 10/30/2019 06:05:57 ***
Web - Note created on 10/30/2019 06:05:57 and created by Joseph Garone
The radiator does not bubble but coolant does expand to the top of the neck I have enclosed three videos of the radiator pressures . Once car is off coolant in radiator goes back to a normal level..

*** 10/30/2019 06:06:38 ***
20191030_085453.mp4 added by Joseph Garone on 10/30/2019 06:05:57

*** 10/30/2019 06:07:15 ***
20191030_085204.mp4 added by Joseph Garone on 10/30/2019 06:06:38

*** Web - Advice created on 10/30/2019 09:17:10 and created by Aldo Parada ***
1: Have you successfully duplicated over heating concern?

The temperature differential you show from upper and lower hose has nothing to do with a blown head gasket, this is normal heat dissipation by the radiator, in addition the pressure you show from radiator will go up due to thermal expansion of the coolant at high temperature, again not a sign of blown head gasket.

*** 10/30/2019 12:23:49 ***
Web - Note created on 10/30/2019 12:23:49 and created by Joseph Garone
i have not been able to , the car needs to be driven over 50 miles at highway speeds , id rather not give the car back to the customer and her causing a major issue with something going wrong

*** Web - Advice created on 10/30/2019 15:11:48 and created by Aldo Parada ***
1: At this time please perform a cylinder leak down test and report your results.

*** 10/31/2019 12:40:37 ***
Web - Note created on 10/31/2019 12:40:36 and created by Joseph Garone
oki have done a leak down test , honestly dont know if i did it correctly never done one before

but cylinders 1,5,6 tested at 75 psi gauge reading was 75 so 0 loss
cylinder 2, 3 tested at 75psi pressure was 73 3 %
cylinder 4 tested 75 psi gauge was 66 psi which is a 12 % loss
i did attach photos

*** 10/31/2019 12:40:38 ***
20191031_145755.jpg added by Joseph Garone on 10/31/2019 12:40:37

*** 10/31/2019 12:40:40 ***
20191031_150149.jpg added by Joseph Garone on 10/31/2019 12:40:39

*** 10/31/2019 12:40:41 ***
20191031_153332.jpg added by Joseph Garone on 10/31/2019 12:40:40

*** Web - Advice created on 11/01/2019 06:56:20 and created by Aldo Parada ***
1: At this time please request assistance from your shop foreman, have him perform a proper cylinder leak down test and specify where the leak is coming from IF there is one. At this point there is no evidence of overheating or have been able to duplicate concern.

*** 11/05/2019 06:15:50 ***
Web - Note created on 11/05/2019 06:15:50 and created by Joseph Garone
Leak down test redone range was 0 - 3 % loss .

*** 11/05/2019 06:31:47 ***
Web - Note created on 11/05/2019 06:31:47 and created by Joseph Garone
problem is the customer overheated it once , did say he had steam in engine area .

*** Web - Advice created on 11/05/2019 08:21:18 and created by Aldo Parada ***
1: You have not given any evidence that the engine is, was or will over heat, leak down of less than 5% is rather perfect. Based on your diagnosis your system holds pressure, no leaks found, no air in system. If you have any question regarding this case you may call us.

*** 11/14/2019 12:23:09 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced water pump ,

*** 10/01/2020 13:06:54 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/01/2020 13:10:50 and created by Frank Lusic ***
1: Notes from duplicate web case
08/31/2020 10:39:41 and created by Joseph Garone

c/s temperature gauge goes to 3/4 or Hot intermitently

*** 08/31/2020 10:39:51 ***
Web - Diagnostics created on 08/31/2020 10:39:42 and created by Joseph Garone

this will be the third time she has complained about this issue ,once i replaced the tstat and water pump car was good for a while than in CT she had the same issue they replaced the radiator . Upon checking car coolant level is good, fans do go on . she says this happened after 25 minutes of driving , i did notice that the ECT had incorrect readings , replaced the ect drove car with no issues , the customer drove the vehicle and once again the gauge went buried . No codes in active or history , i started the car at 0939 and went out to it at 10:12 temp was at 1/2 with a 204 reading . I than drove the car 23 miles without an issue .

*** Web - Advice created on 10/01/2020 13:11:09 and created by Frank Lusic ***
1: *** 08/31/2020 13:07:33 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 08/31/2020 13:11:35 and created by Juan Vazquez ***
1: Thank you for that information. Please verify no coolant leaks, pressure check cooling system, perform a chemical block check and provide results.

Is there any power enhancement components on this vehicle?

Is there any evidence of vehicle being in a front end accident?

Is there any aftermarket cooling system components? Or components recently replaced?

Is the cooling fan operating properly when commanded with KDS?

Is the thermostat opening according to temperature gauge?

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** Service Alert Escalated to CA as: 13413353 on 09/01/2020 01:04:14 (PST)
*** 09/01/2020 08:31:46 ***
Web - Note created on 09/01/2020 08:31:46 and created by Joseph Garone

Is there any power enhancement components on this vehicle? NONE
Is there any evidence of vehicle being in a front end accident? NO
Is there any aftermarket cooling system components? Or components recently replaced? NO , as stated the components replaced prior were ectc, radiator,tstat, water pump BY DEALERS .
Please look under the vehicle for any signs of coolant leakage from the head gaskets NO LEAKS
pressure holds good , perf

*** Web - Advice created on 10/01/2020 13:14:11 and created by Frank Lusic ***
1: *** Web - Advice created on 09/01/2020 09:51:26 and created by Juan Vazquez ***
1: Thank you for that information. That temperature reading suggest a faulty coolant temperature sender. What was the ambient temperature, intake temperature and transmission temperature at start up?

*** 09/01/2020 10:25:58 ***
Web - Note created on 09/01/2020 10:25:58 and created by Joseph Garone

i will let you know in am , i didnt write those down sorry

*** Web - Advice created on 09/01/2020 11:00:12 and created by Juan Vazquez ***
1: Thank you for the update.

*** 09/02/2020 05:44:18 ***
Web - Note created on 09/02/2020 05:44:18 and created by Joseph Garone

sent data
Water. 103.6
Ambient. 69.8
Intake. 72.5
Oil temp. 77

*** 09/02/2020 05:44:19 ***
SORENTO(UMA)_200831-101702.PDF added by Joseph Garone on 09/02/2020 05:44:19

*** Web - Advice created on 09/02/2020 07:02:22 and created by Juan Vazquez ***
1: Thank you for that information. Please remove ECT connector and check for proper pin tension and condition, If OK, then

replace the ECT sensor and apply stabilant to connector. after re-evaluate cold readings, thank you.

*** 09/02/2020 13:05:47 ***
Web - Note created on 09/02/2020 13:05:47 and created by Joseph Garone

ok so i removed the ect connector and pins were snug , i than replaced the ECT with crazy readings . I drained the coolant and than once the ect was installed i added the coolant back NO START 91.4f
STARTED VEHICLE 2 MINUTES 130.6f
AN ADD

*** Web - Advice created on 10/01/2020 13:15:34 and created by Frank Lusic ***
1: If resistance is less than 2Ω then reconnect sensor only and check sensor resistance from ECM connector C300-A pins 54 to 58, see attached chart to check accuracy.

If everything checks out OK, then by back-proving ECT sensor pin 3 (green wire) provide a temporary external ground and see if readings improve.

*** 09/03/2020 06:26:32 ***
Web - Note created on 09/03/2020 06:26:32 and created by Joseph Garone

the readings were better more accurate see attached 79.3 ect 77.9 iat , ambient 80.6
i started the car and within 3 minutes 100.8 ect, 80.6 ambient

*** 09/03/2020 06:26:33 ***
52980309032020.pdf added by Joseph Garone on 09/03/2020 06:26:33

*** Web - Advice created on 09/03/2020 07:27:03 and created by Juan Vazquez ***
1: Thank you for that information and attachments. I assume the first screen shot was taken after the engine was running because the ECT is at 91.4 deg and you state that it started at 77.9 deg with ambient temp of 80.6 deg. Based on reading provided, the ECT seems to be operating properly.

Please perform a thorough road test to verify proper operation before releasing vehicle, thank you.

*** 09/03/2020 07:55:12 ***
Web - Note created on 09/03/2020 07:55:12 and created by Joseph Garone

no the first screen shot was at 9:11 am an wt 79.3 , iat 77.0 ,aat 80.6
3 min after start 100.8 , 77.9 , 80.6

*** Web - Advice created on 09/03/2020 11:43:10 and created by Juan Vazquez ***
1: Please contact the Techline center at 800 494-4542

*** 10/01/2020 13:16:21 (GMT-08:00) Pacific Time (US & Canada) ***
CA case# 13413353 was escalated to an FTS. Update will be provided after this request is reviewed.

*** Web - Advice created on 10/01/2020 13:16:38 and created by Frank Lusic ***
1: *** Phone - Advice created on 09/03/2020 12:30:43 and created by Greg Phillips ***
1: Joseph called in, but missed Juan. Will try back in half an hour.

*** Phone - Advice created on 09/03/2020 14:03:04 and created by Juan Vazquez ***
1: Thank you Joseph for that call. Based on our conversation, this vehicle has a history of actually overheating 4 different times, the thermostat, water pump, radiator and ECT sensor have all been replaced. During this visit, the overheating was not verified, but the ECT sensor has skewed readings, sensor was replaced , readings were normalized and vehicle road tested for 106 miles without incident. Cooling system was checked for hydrocarbons and also pressure checked, no leads, head gasket does not show signs of leaks. Tech noticed that coolant temperature climbs up quicker on this vehicle when compared to others, but does not overheat. After the extensive road test the vehicle will be released to customer.

*** 09/15/2020 05:28:57 ***
Case Closed with Resolution Code: Damaged Component

Resolution Summary: smart key / overnight 68 deg. / harness insp?? ext ground??

*** 10/01/2020 13:04:45 ***
Reopened with Sub Status of Working

*** 10/01/2020 13:08:18 ***
Case closed by Frank Lusic with Resolution Code : Duplicate Web Case
[Resolution Summary]
smart key / overnight 68 deg. / harness insp?? ext ground??

*** Web - Advice created on 10/01/2020 13:18:55 and created by Frank Lusic ***
1: 9/28/2020 08:14:57 and created by Joseph Garone

cars temp gauge goes to the Hot side and gets buried. Car does not appear to overheat (no smoke , no fluid on ground)

*** 09/28/2020 08:14:57 ***
Web - Diagnostics created on 09/28/2020 08:14:57 and created by Joseph Garone

tested sensors , repeat repairs this vehicle has been in our shop X4 repairs . no codes coolant level is good .

*** 09/28/2020 09:49:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/28/2020 09:53:01 and created by Frank Lusic ***
1: Joseph hello
have you been able to duplicate the concern ?
if so then
1, does the cooling fan operate while the gauge is reading hot ?
2, does this occur at idle or driving ?

*** 09/28/2020 11:14:13 ***
Web - Note created on 09/28/2020 11:14:13 and created by Joseph Garone

to this day I have NOT BEEN ABLE TO DUPLICATE THE ISSUE , Customer did provide a video of the gauge in the hot position . cooling fan does go on as required .

*** 09/28/2020 11:20:56 ***
Web - Note created on 09/28/2020 11:20:56 and created by Joseph Garone

as per customer after needle was buried hot she shut car off and 1 hour later was still buried in the hot zone .

**

*** Web - Advice created on 10/01/2020 13:20:54 and created by Frank Lusic ***
1: Web - Advice created on 09/28/2020 14:05:01 and created by Frank Lusic ***
1: Thank you, At this point we will need to duplicate the concern, since this could be several things causing the concern
engine issues, sensor, cluster, could be the cause, please keep trying to duplicate the concern then if you can start with diagnosis

*** Service Alert Escalated to CA as: 13809940 on 09/29/2020 01:06:08 (PST)

*** 10/01/2020 13:16:20 (GMT-08:00) Pacific Time (US & Canada) ***
CA case# 13413353 was escalated to an FTS. Update will be provided after this request is reviewed.

*** Web - Advice created on 10/01/2020 13:21:25 and created by Frank Lusic ***
1: ,

*** Web - Advice created on 10/05/2020 13:03:53 and created by Dan Lundgren ***
Joe - Thanks for your time today.

A, You said you drove the vehicle ~900 miles with out duplicating the concern.

B, We checked the connector / tension and wiring at C311- no problems were found.

C, I did locate and review the customers video.

1, lets check the pins at the PCM. in the same way - monitor the data for the ETC while moving the wire at the PCM and down to the sensor.

Thanks

*** Web - Advice created on 10/05/2020 14:17:59 and created by Frank Lusic ***
<For Internal Use Only
,>

*** 10/08/2020 10:49:18 ***
20201008_134004.mp4 added by Joseph Garone on 10/08/2020 10:48:12

*** 10/08/2020 11:38:29 ***
Web - Note created on 10/08/2020 11:38:29 and created by Joseph Garone
ok performed a pin tension test all appeared good, i than performed a wiggle test , moved the wiring harness while connected to kds , from pcm down to ect with no changes .

*** Web - Advice created on 10/08/2020 12:03:15 and created by Frank Lusic ***
<For Internal Use Only
,>

*** 10/09/2020 11:58:33 ***
Web - Note created on 10/09/2020 11:58:33 and created by Joseph Garone
checked the wiring harness to the fan control module pins are good , no discoloration , checked ect pins are good no discoloration .Fans do work as required . DAN told me to order the engine wiring harness

*** Web - Advice created on 10/09/2020 12:32:15 and created by Frank Lusic ***
<For Internal Use Only
,>

*** 10/13/2020 13:47:06 ***
Web - Note created on 10/13/2020 13:47:06 and created by Joseph Garone
received new harness and installed .

*** Web - Advice created on 10/13/2020 14:28:16 and created by Frank Lusic ***
1: Is the vehicle now operating properly ?

*** 10/14/2020 06:54:14 ***
Web - Note created on 10/14/2020 06:54:14 and created by Joseph Garone
Vehicle has always been operating correctly , only thing is customer has video of temp gauge going to the HOT zone , but so far after driving gauge stays in middle . ADVISED DAN
of update

*** Web - Advice created on 10/14/2020 07:41:17 and created by Frank Lusic ***
1: I am asking the platform manager review this case

*** 10/14/2020 08:11:04 ***
Inspection requested by Frank

Request Code: TL-NY129-13413150-101420
Request Details: Provide location details if activity will not take place at a Kia dealership.

due to time down, how many time the vehicle ahs been in for this concern and repair attempts

*** Web - Note created on 10/14/2020 08:31:59 and created by Luis Hernandez ***
You may have received a cancellation email about this case, please disregard.

<For Internal Use Only
The CA agent already escalated this case for FTS assistance. Canceling the duplicate request.>

*** Web - Advice created on 10/14/2020 09:04:23 and created by Frank Lusic ***
<For Internal Use Only
,>

*** 10/14/2020 10:17:25 ***
Web - Note created on 10/14/2020 10:17:25 and created by Joseph Garone
will take place at the dealership .

*** Web - Advice created on 10/14/2020 11:25:21 and created by Frank Lusic ***
1: Thanks

*** Case 13413150 is sent on 10/15/2020 14:4:25 by Dan Lundgren
To: dlundgren@kiausa.com
Cc:
Title: sorento overheat

*** Web - FTS Advice created on 10/15/2020 14:05:14 and created by Dan Lundgren ***
Hey Joe - Please update the case on how many miles we have on the vehicle after the harness exchange. Then we can discuss releasing the vehicle. Thanks

*** Web - Advice created on 10/15/2020 14:35:06 and created by Frank Lusic ***
1: ,

*** 10/15/2020 15:44:01 ***
Web - Note created on 10/15/2020 15:44:01 and created by Joseph Garone
i test drove the vehicke 114 miles with no incidences

*** Web - Advice created on 10/16/2020 06:16:49 and created by Frank Lusic ***
<For Internal Use Only
,>

*** 10/19/2020 06:12:55 ***
Web - Note created on 10/19/2020 06:12:54 and created by Joseph Garone
as per DAN i am authorized to release car to customer.

*** Web - Advice created on 10/19/2020 06:33:22 and created by Frank Lusic ***
1: Thank you for the update

*** 10/19/2020 06:33:26 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
replaced water pump ,

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 19,933

Prod Date: 10/12/2017 **Warranty Start Date:** 11/07/2017

Dealer/Contact Data:

Dealer: ID009 George Gee Kia

Phone: 2086677416 **FAX:** 2086670815

Contact: Jeffrey Waldron **Contact Title:** Dual Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/31/2019 10:59:39 ***
Contact = Jeffrey Waldron, Priority = Standard, Sub Status = Dispatched

*** 10/31/2019 10:59:39 ***
Web - Problem Description created on 10/31/2019 10:59:39 and created by Jeffrey Waldron
COOLANT LEAK

*** 10/31/2019 10:59:39 ***
Web - Diagnostics created on 10/31/2019 10:59:39 and created by Jeffrey Waldron
PERFORM PRESSURE TEST
FOUND REAR OF FRONT HEAD (BANK 2) LEAKING COOLANT FROM HEAD GASKET
NEED AUTHORIZATION TO CONTINUE TO REMOVE HEAD AND REPLACE HEAD GASKET

*** 10/31/2019 11:10:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 10/31/2019 11:16:09 and created by Eric Patterson ***
1: Please obtain authorization from the DPSM, but we better check something first the engine may need replaced.

We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
2: Please see if any of the bolts will not hold, If they strip then please add a picture to the case of the stripped head bolts to the case Then I will have to approve a short block as well.

*** Service Alert Escalated to CA as: 13418212 on 11/01/2019 01:07:52 (PST)

*** 11/01/2019 13:01:34 ***

Web - Note created on 11/01/2019 13:01:34 and created by Jeffrey Waldron
OK
I PULLED THE CAMS AND CHECKED HEAD BOLT TORQUE
WAS ABLE TO TORQUE ALL BOLTS TO 75FT IBS WITH NO PROBLEMS AND HAS NO METAL IN THE OCV'S

*** Web - Advice created on 11/01/2019 15:36:52 and created by Eric Patterson ***
1: Thank you

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped Please replace the heads and swap all the valvetrain components.
2: Please obtain approval from your DPSM for the head job based on the information provided.

*** Case has been auto closed by the system on 11/17/2019 01:09:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,498

Prod Date: 02/22/2014 **Warranty Start Date:** 04/30/2014

Dealer/Contact Data:

Dealer: NC009 Bob King Kia

Phone: 3367243866 **FAX:** 3367143350

Contact: Steve Karels jr **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/25/2019 11:57:51 ***
Contact = Steve Karels jr, Priority = Standard, Sub Status = Dispatched

*** 10/25/2019 11:57:51 ***
Web - Problem Description created on 10/25/2019 11:56:39 and created by Steve Karels jr
Customer states engine is overheating.

*** 10/25/2019 11:57:51 ***
Web - Diagnostics created on 10/25/2019 11:56:39 and created by Steve Karels jr
Scanned for codes and found none. Found coolant on top of trans. Filled cooling system and pressure tested, found no obvious leaks. Bled cooling system and test drove. During test drive, found engine started overheating after approx 8 to 10 miles of driving. Pulled over vehicle and let cool down. Had vehicle towed back to shop. Pulled all spark plugs and found coolant in cylinder 6. performed compression test and found cyl. 1 at 205 psi, cyl 2 at 190psi, cyl 3 200psi, cyl 4 at 140psi, cyl 5 at 200 psi and cyl 6 at 190 psi. Those readings were after long cool down period. Performed cylinder leak down test on all cylinders cold and found cyl 1 at 5%, cyl 2 at 8%, cyl 3 at 30%, cyl 4 at 67%, cyl 5 at 8% and cyl 6 at 5%. Reinstalled all plugs and warmed up engine again to normal operating temp and retested cyl leakage and found no real change in front cylinders however, vehicle will overheat under load. Fan works properly and thermostat is operating normal. I suspect head or gasket.

*** 10/25/2019 12:32:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 10/25/2019 12:35:20 and created by Sam Camarillo ***
1: Seems like #4 has an issue.
Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** Service Alert Escalated to CA as: 13416523 on 10/31/2019 01:06:20 (PST)

*** 10/31/2019 12:03:19 ***
Web - Note created on 10/31/2019 12:03:19 and created by Steve Karels jr
Applied additional torque to head bolts around cylinder 4 as requested. Approx 47 ft-lbs. The two bolts between cylinders 4 & 6 spun. Thw lower bolt between cylinder 4 and 2 spun as well. Please advise

*** Web - Advice created on 10/31/2019 12:47:21 and created by Sam Camarillo ***
1: • Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. I recommend that you replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use

2: I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 10/31/2019 12:48:03 ***
PWA Case created for RA Case 13409732 by Sam Camarillo

*** 10/31/2019 12:48:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,453

Prod Date: 05/02/2013 **Warranty Start Date:** 07/19/2013

Dealer/Contact Data:

Dealer: AL030 Dothan Kia

Phone: 3346738195 **FAX:** 3349440200

Contact: Kristopher Winn **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: MIL - PCM # P0304 - P0306 case for warranty authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/04/2019 09:23:45 ***
Contact = Kristopher Winn, Priority = Standard, Sub Status = Dispatched

*** 11/04/2019 09:23:45 ***
Web - Problem Description created on 11/04/2019 09:23:45 and created by Kristopher Winn
c/s check engine light is on and vehicle is running rough.

*** 11/04/2019 09:23:45 ***
Web - Diagnostics created on 11/04/2019 09:23:45 and created by Kristopher Winn
connected kds to vehicle and found codes p0304, p0306, found head gasket was leaking at cylinder #6. pulled verhicle in shop and pulled valve cover. top of head is milky. pulled raer valve cover and then pulled timing cover. to se if head bolts were good. they were not good. first 2 bolts that were pulled pulled the threads from block with it. i will update with pics in just a few moments

*** 11/04/2019 09:31:16 ***
20191104_103525.jpg added by Kristopher Winn on 11/04/2019 09:31:13

*** 11/04/2019 09:31:20 ***
20191104_103506.jpg added by Kristopher Winn on 11/04/2019 09:31:17

*** 11/04/2019 09:31:24 ***
20191104_103501.jpg added by Kristopher Winn on 11/04/2019 09:31:21

*** 11/04/2019 09:31:52 ***
20191104_082837.mp4 added by Kristopher Winn on 11/04/2019 09:31:24

*** 11/04/2019 09:49:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/04/2019 09:53:40 and created by Frank Lusic ***

1: Kristopher hello
based on this information the engine will need to be replaced

I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 11/04/2019 09:53:58 ***
PWA Case created for RA Case 13420927 by Frank Lusic

*** 11/04/2019 09:53:58 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,171

Prod Date: 08/15/2013 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: SC003 Stokes Kia

Phone: 8435727300 **FAX:** 8037976471

Contact: John Grummer **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/01/2019 06:57:01 ***
Contact = John Grummer, Priority = Standard, Sub Status = Dispatched

*** 10/01/2019 06:57:01 ***
Web - Problem Description created on 10/01/2019 06:56:26 and created by John Grummer
coolant leak

*** 10/01/2019 06:57:01 ***
Web - Diagnostics created on 10/01/2019 06:56:26 and created by John Grummer
no coolant in the overflow bottle.
radiator was about half gallon low.
there is no water in the oil.
coolant is seeping out at head gaskets on both heads.
probably ran hot.
should we repair head gaskets or replace the engine ?

*** 10/01/2019 08:57:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin RA cases

*** Web - Advice created on 10/01/2019 09:12:48 and created by Mike Ozonur ***
1: please perform block test,

2: Please torque the cylinder head bolts to 80 ftlbs see if they tighten or spin and strip the bolts

*** 10/08/2019 14:19:17 ***
Web - Note created on 10/08/2019 14:19:16 and created by John Grummer
head bolts are NOT tight

*** Web - Advice created on 10/09/2019 07:49:17 and created by Mike Ozonur ***
1: remove the head bolts and provide a picture showing the bolts with pulled out threads

2: next remove and measure the surface flatness of the cylinder heads with a precision straight edge

*** Case has been auto closed by the system on 10/25/2019 01:12:46 (PST)
*** 11/05/2019 09:50:08 ***
Case Number: XXXXXXXX Reopen Requested by John Grummer.
Reason: [rechecked the car]

*** 11/05/2019 12:22:36 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/05/2019 12:25:54 and created by Mike Ozonur ***
1: Tech called in and state the cylinder heads are warped and the head bolts pulled the threads from the block
2: tech will attach the pictures of the head bolts to the case

*** 11/05/2019 12:28:49 ***
157298561358313089793 53.jpg added by John Grummer on 11/05/2019 12:28:48

*** 11/05/2019 12:28:50 ***
157298567446720495022 13.jpg added by John Grummer on 11/05/2019 12:28:49

*** 11/05/2019 12:30:34 ***
Web - Note created on 11/05/2019 12:30:33 and created by John Grummer
heads are warped . sent pictures of the head bolts

*** Web - Advice created on 11/05/2019 12:32:45 and created by Mike Ozonur ***
1: Based on information you provided engine has to be replaced. Recommend that you Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083

*** 11/05/2019 12:33:03 ***
PWA Case created for RA Case 13374748 by Mike Ozonur

*** 11/05/2019 12:33:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,575

Prod Date: 09/19/2013 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: TX125 Southwest Kia Rr

Phone: 5126175000 **FAX:** 5126175001

Contact: Ascension Vasquez **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/23/2019 12:31:59 ***
Contact = Ascension Vasquez, Priority = Standard, Sub Status = Dispatched

*** 10/23/2019 12:31:59 ***
Web - Problem Description created on 10/23/2019 12:30:25 and created by Ascension Vasquez
customer states was driving vehicle when started to hear a noise coming from engine pulled off to the side of the road and the temp gauge went to hot and smoke coming from engine area

*** 10/23/2019 12:32:00 ***
Web - Diagnostics created on 10/23/2019 12:30:25 and created by Ascension Vasquez
all maintenance records as per recommended intervals done here,looks like head gaskets have failed visually with oil and coolant along block and head mating surfaces both one and two, can hear what sounds like a loud lifter tap from bank 2 after bringing rpms up a few times,after warming vehicle up the car has misfires

*** 10/23/2019 15:17:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/23/2019 15:28:09 and created by Jesse Lancaster ***
1: If the engine has overheated and the fan is operating please provide a recording of the condition and I recommend to perform a block test to verify there is exhaust gases in the cooling system related tot he condition.

Please get DPSM approval to remove the heads to inspect the block and head surfaces and update the case with inspection results and if any head bolts appear to be stripped in the block.

*** 11/05/2019 07:29:28 ***
20191105_092557.mp4 added by Ascension Vasquez on 11/05/2019 07:28:47

*** 11/05/2019 07:40:08 ***
Web - Note created on 11/05/2019 07:40:08 and created by Ascension Vasquez
Ok have uploaded video of smoke coming out of radiator performed block test and changed color fast due to the failure of the

head gasket with approval of dpsm tore down engine all head bolts on bank 1 broke with ease could have probably broke them with a small ratchet

*** 11/05/2019 07:40:37 ***
20191105_093210.mp4 added by Ascension Vasquez on 11/05/2019 07:40:08

*** Web - Advice created on 11/05/2019 16:28:37 and created by Jesse Lancaster ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Please replace the timing chain, the tensioner, guide rails with engine repair and intake manifold if metal debris is found related to the engine knock.

2: • Replace the engine with a long block, if available; otherwise, please order a short block assembly
• If the short block is replaced, replace the oil pump or BSM (make sure the to count the teeth on the gear prior to assembly), inspect the original cylinder head thoroughly to determine whether head replacement is required
• If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
• Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
• If the failed engine had catastrophic damage (e.g., rod through the block, large metal debris in the pan od engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
The Turbo and oil feed line should be replaced if a lack of maintenance or metal debris is found.
• Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.
Thank you

*** 11/05/2019 16:28:50 ***
PWA Case created for RA Case 13406246 by Jesse Lancaster

*** 11/05/2019 16:28:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,958

Prod Date: 01/25/2014 **Warranty Start Date:** 09/01/2014

Dealer/Contact Data:

Dealer: VA062 Safford Kia of Fredericksburg

Phone: 5408917400 **FAX:** 5408918251

Contact: Jack Archer **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 11/01/2019 09:23:38 ***
Contact = Jack Archer, Priority = Standard, Sub Status = Dispatched

*** 11/01/2019 09:23:38 ***
Web - Problem Description created on 11/01/2019 09:23:38 and created by Jack Archer
CUSTOMER STATES VEHICLE IS OVERHEATING AND BELIEVES WATER PUMP HAS GONE BAD. CHECK ADVISE.

*** 11/01/2019 09:23:38 ***
Web - Diagnostics created on 11/01/2019 09:23:38 and created by Jack Archer
Customer has put stop leak in the cooling system. Pressure tested, holding pressure.
Cannot duplicate the overheating right now but the upper hose has almost blown off from the pressure build up, the reservoir hose has also blown off.
I have a feeling the head bolts have probably stripped out. Please advise

*** 11/01/2019 09:24:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/01/2019 09:34:18 and created by Brian Lall ***
1: Jack, did the customer advise that they added stop leak or did you see evidence of it. If there is evidence of outside chemicals take a picture of video showing it and attach it to the case. Please let the vehicle cold soak then double check from cold start making sure the thermostat is opening as designed, making sure the heater works as designed, and making sure with the radiator cap removed if you increase the rpm that the coolant flow increases. Please also perform a block check. Let me know what you find Thanks.

*** 11/01/2019 13:37:20 ***
Web - Note created on 11/01/2019 13:37:19 and created by Jack Archer
I can see evidence of it. The customer states they only added coolant. I will have to cold soak the vehicle over the weekend as I do not work this saturday and it is currently still warm. I have attached pictures of inside the reservoir where I see evidence of what appears to be stop leak and also the radiator.

*** 11/01/2019 13:37:21 ***
20191101_162839.jpg added by Jack Archer on 11/01/2019 13:37:20

*** 11/01/2019 13:37:23 ***
20191101_162845.jpg added by Jack Archer on 11/01/2019 13:37:22

*** 11/01/2019 13:37:26 ***
20191101_162921.jpg added by Jack Archer on 11/01/2019 13:37:24

*** 11/04/2019 08:26:59 ***
Web - Note created on 11/04/2019 08:26:59 and created by Jack Archer
Started vehicle after cold soak. Cylinder 4 misfire active upon startup. Heater operation is normal, lower radiator hose does not get warm. Coolant flow increases slightly in tad with rpms increased. I have a block tester coming tomorrow

*** Web - Advice created on 11/04/2019 08:47:11 and created by Brian Lall ***
1: Thanks for letting me know what you found. Since there was a cylinder 4 misfire at start up, please let the vehicle get warm then pressurize the cooling system and let it cold soak under pressure with all the spark plugs out. After a cold soak inspect all the cylinders with a bore scope and note if you can see any coolant in the cylinders.

*** 11/04/2019 11:44:51 ***
Web - Note created on 11/04/2019 11:44:51 and created by Jack Archer
After pressurizing the cooling system with plugs removed, pressure dropped from 14 to 7 PSI in a little over an hour. Checked cylinders with scope, found the top of cylinder 4 damp, no pools of coolant but damp compared to the rest. Sourced a block tester, passed block test

*** Web - Advice created on 11/04/2019 12:40:39 and created by Brian Lall ***
1: If there is coolant going into cylinder 5, even if it passed the block test my recommendation is to get authorization from the DPSM to remove the bank 1 head and to inspect the head and block for any damage and for the flatness of the gasket surface and to repair or replace components as needed. Keep me updated with what you find or if you find anything that requires engine replacement durring the repair process. Thanks.

*** 11/07/2019 11:42:58 ***
Web - Note created on 11/07/2019 11:42:58 and created by Jack Archer
It was cylinder 4 but I got authorization and started removing bank 2 head, checked the 2 head bolts I had access too after removing the valve cover and they both just spin. I can attach a video if you would like. Engine will need to be replaced, most likely short block. Would you recommend replacing heads if no long block is available?

*** Web - Advice created on 11/08/2019 07:19:29 and created by Brian Lall ***
1: Jack, thanks for clarifying and for letting me know what you found. My recommendation is to replace the engine and I will create and authorize a PWA case for you. You will need to check the heads for flatness or damage if no long block is available and only replace them if needed. If they are not flat and are out of spec they should be replaced, Kia does not recommend resurfacing heads You will need to refer to PS539 for engine component replacement. Thanks.

*** 11/08/2019 07:20:06 ***
PWA Case created for RA Case 13418769 by Brian Lall

*** 11/08/2019 07:20:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,708

Prod Date: 04/24/2014 **Warranty Start Date:** 09/01/2014

Dealer/Contact Data:

Dealer: CA139 First Kia

Phone: 8053031828 **FAX:** 8055789646

Contact: Terry Etzler **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:** P0300, P0304, P0306

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 11/08/2019 10:10:12 ***
Contact = Terry Etzler, Priority = Standard, Sub Status = Dispatched

*** 11/08/2019 10:10:12 ***
Web - Problem Description created on 11/08/2019 10:10:12 and created by Terry Etzler
CS vehicle overheated

*** 11/08/2019 10:10:12 ***
Web - Diagnostics created on 11/08/2019 10:10:12 and created by Terry Etzler
Tested vehicle with KDS and found P0304, P0306, and P0300. When I started the engine the cooling system pressurized immediately. from under vehicle I could se a very small coolant leak. Upon inspection I found coolant leaking from the cylinder head gasket area near #6 cylinder, (see attached video and pics).

*** 11/08/2019 10:16:39 ***
Web - Note created on 11/08/2019 10:16:39 and created by Terry Etzler
Video and pics attached

*** 11/08/2019 10:16:40 ***
20191108_095500.jpg added by Terry Etzler on 11/08/2019 10:16:39

*** 11/08/2019 10:16:42 ***
20191108_095408.jpg added by Terry Etzler on 11/08/2019 10:16:41

*** 11/08/2019 10:17:26 ***
20191108_095131.mp4 added by Terry Etzler on 11/08/2019 10:16:42

*** 11/08/2019 10:42:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/08/2019 10:45:15 and created by Tony Thomas ***

1: Get approval to pull the heads for inspection and torque test the head bolts before removing them to see if any are loose or pulling the threads from the block.

*** 11/14/2019 15:34:09 ***
Web - Note created on 11/14/2019 15:34:09 and created by Terry Etzler
Bank 2 has four bolts with the threads pull out and cannot be torqued properly. This is the side that was leaking coolant and had misfires.

*** Web - Advice created on 11/15/2019 05:04:13 and created by Tony Thomas ***
1: Please validate proper maintenance and attach a photo of the head bolts and the full complete valve train to this case for documentation.

*** 11/15/2019 09:15:26 ***
15738377426471312626748.jpg added by Terry Etzler on 11/15/2019 09:15:24

*** 11/15/2019 09:15:27 ***
15738378838201007751159.jpg added by Terry Etzler on 11/15/2019 09:15:26

*** 11/15/2019 09:17:40 ***
15738381376641361223899.jpg added by Terry Etzler on 11/15/2019 09:17:38

*** Web - Advice created on 11/15/2019 09:20:48 and created by Tony Thomas ***
1: I need one photo of one of the head bolts showing the threads from the block.

*** 11/15/2019 09:27:55 ***
Web - Note created on 11/15/2019 09:27:55 and created by Terry Etzler
Tony none of the threads came out with the bolts, however before removing the heads there were 4 bolts that were loose and when we tried to torque the just kept spinning.

*** Web - Advice created on 11/15/2019 09:42:42 and created by Tony Thomas ***
1: I don't see how the bolts can just spin if the threads are intact and I need some type of documentation to justify engine replacement.

*** 11/15/2019 10:41:06 ***
Web - Note created on 11/15/2019 10:41:05 and created by Terry Etzler
Tony I am sorry,I asked another tech to attach the photos and he did not understand what picture you wanted

*** 11/15/2019 10:41:08 ***
15738430581081929606857.jpg added by Terry Etzler on 11/15/2019 10:41:06

*** Web - Advice created on 11/15/2019 10:52:59 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 11/15/2019 10:53:19 ***
PWA Case 13437717 created by Tony Thomas

*** 11/15/2019 10:53:21 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13438388 on 11/16/2019 01:06:44 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 28,316

Prod Date: 12/15/2017 **Warranty Start Date:** 03/03/2018

Dealer/Contact Data:

Dealer: NJ028 Burlington Kia

Phone: 8884580694 **FAX:** 6095897781

Contact: Darnell Reese **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/08/2019 09:52:43 ***
Contact = Darnell Reese, Priority = Standard, Sub Status = Dispatched

*** 11/08/2019 09:52:43 ***
Web - Problem Description created on 11/08/2019 09:52:30 and created by Darnell Reese
Customer states engine shut off while driving oil light flashed.

*** 11/08/2019 09:52:43 ***
Web - Diagnostics created on 11/08/2019 09:52:30 and created by Darnell Reese
Performed inspection of concern verified a no crank no start with 12.6 volts to starter inspected engine oil level is at filled mark and oil is milky in color. Removed drive belt able to rotate engine . Performed inspection of starter found starter to be seized installed good known starter and able to start engine engine temperature raised to red mark and smoke started to come from tail pipe. Removed engine oil from crank case found oil to be contaminated with coolant intermix.pictures of oil sent. Removing valve cover to inspect valve train will send picture shortly engine also has a knock. All oil changed were done at correct intervals.

*** 11/08/2019 10:23:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/08/2019 10:27:21 and created by Greg Phillips ***
1: Darnell, I can't make out a knock in your video. I hear something high pitched that could be top end. Try varying the rpm in your video so we can hear it loaded and on unload. Or, lets concentrate on the overheat.

*** Web - Advice created on 11/08/2019 10:29:04 and created by Greg Phillips ***
1: Darnell, I can't make out a knock in your video. I hear something high pitched that could be top end. Try varying the rpm in your video so we can hear it loaded and on unload. Or, lets concentrate on the overheat. Did you get a photo of the valve train? Have you looked into the cylinders to see if they are filling with coolant? And if you have the valve cover off, check the torque on the head bolts that you can access without removing the cam shafts. Are any of them loose, can they be torqued back down? If they are loose, are you able to remove them and get a photo of the threads?

*** 11/08/2019 10:44:24 ***
Web - Note created on 11/08/2019 10:44:24 and created by Darnell Reese
Engine noise sent able to hear better now.

*** 11/08/2019 10:44:28 ***
IMG_1408.MOV added by Darnell Reese on 11/08/2019 10:44:24

*** Web - Advice created on 11/08/2019 10:56:01 and created by Greg Phillips ***
1: Darnell, there is still no clear knock in your video. When you have a noise that isn't very loud, and you hold the RPM the same the entire time, it actually makes it harder to pick out in a video. You have to try varying the RPM. This loads and unloads the failed bearing or wrist pin and the noise it makes will vary in frequency slightly from the engine for a second. This will make the noise stand out in your video. Or chase the overheat instead.

*** 11/08/2019 11:19:13 ***
Web - Note created on 11/08/2019 11:19:13 and created by Darnell Reese
Performed coolant pressure a duplicated a leak coming from rear cylinder head oil coolant mixture was trickling down block appears to be failed head gasket on rear c cylinder head. Did not remove valve cover yet because was still inspecting for leak. Do you want me to remove valve cover now after pressure test.

*** 11/08/2019 11:19:15 ***
EF3B3A58-9183-4BE2-A4E2-B76C87CC0328.jpeg added by Darnell Reese on 11/08/2019 11:19:14

*** Web - Advice created on 11/08/2019 13:41:53 and created by Greg Phillips ***
1: Yes, I need a photo for maintenance verification, and we need to try to see if the head bolts in that are are loose. If you have a socket that will fit, you should be able to get to a couple of them without removing the cam shafts.

*** Service Alert Escalated to CA as: 13429067 on 11/09/2019 01:04:52 (PST)

*** 11/09/2019 07:11:52 ***
Web - Note created on 11/09/2019 07:11:52 and created by Darnell Reese
Found rear head studs stripped out when trying to turn clockwise bolt will just spin found 2 that I'm able to reach stripped. Sent pic of valve train and oil record from nj028.

*** 11/09/2019 07:11:54 ***
D92A880B-ABF5-4305-A5C2-76A7D2E64080.jpeg added by Darnell Reese on 11/09/2019 07:11:53

*** 11/09/2019 07:11:59 ***
IMG_1415.MOV added by Darnell Reese on 11/09/2019 07:11:55

*** 11/09/2019 07:12:01 ***
F872CDC9-B461-49EA-8C28-2293CCB47514.jpeg added by Darnell Reese on 11/09/2019 07:11:59

*** 11/09/2019 09:15:59 ***
Web - Note created on 11/09/2019 09:15:59 and created by Darnell Reese
Please advise

*** Phone - Advice created on 11/09/2019 09:44:32 and created by Jerry Gossling ***
1: Darnell called in and confirmed 2 of the head bolts holes in the cylinder block are stripped out.
Based off of this information I advised Darnell the engine block will need to be replaced and the cylinder heads inspected for warpage by using a machinist straight edge per the guide lines listed in the shop manual.
I informed Darnell I will generate a PWA case for the short block replacement.

*** 11/09/2019 09:44:52 ***
PWA Case created for RA Case 13428275 by Jerry Gossling

*** 11/09/2019 09:44:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,060

Prod Date: 09/17/2014 **Warranty Start Date:** 01/09/2015

Dealer/Contact Data:

Dealer: CA240 Kirby Kia of Ventura

Phone: 8056442241 **FAX:** 8056393300

Contact: Joseph Cerda **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/07/2019 08:56:38 ***
Contact = Joseph Cerda, Priority = Standard, Sub Status = Dispatched

*** 11/07/2019 08:56:38 ***
Web - Problem Description created on 11/07/2019 08:56:38 and created by Joseph Cerda
tow in cust. states veh. overheated while driving temp. gauge went to red and coolant began to leak

*** 11/07/2019 08:56:39 ***
Web - Diagnostics created on 11/07/2019 08:56:39 and created by Joseph Cerda
add water pressure test will not hold pressure run veh. rev, engine coolant blows out of radiator and out of tail pipe summit video block test and tail pipe and radiator idles rough does not have any dtc

*** 11/07/2019 08:57:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** 11/07/2019 08:59:03 ***
20191107_083637.mp4 added by Joseph Cerda on 11/07/2019 08:58:52

*** 11/07/2019 09:00:07 ***
20191107_083709.mp4 added by Joseph Cerda on 11/07/2019 08:59:58

*** Web - Advice created on 11/07/2019 09:02:17 and created by Jerry Gossling ***
1: Joseph,
Please gain access to the head bolts and see if they will retain 65 FT LBS of torque by using a torque wrench.
Thank you

*** 11/12/2019 09:10:34 ***
Web - Note created on 11/12/2019 09:10:34 and created by Joseph Cerda
removed camshafts on bank # 1 we have 4 stripped head bolts just turn will not tighten block is stripped summit photo of head bolt

*** 11/12/2019 09:15:03 ***
20191112_091205.jpg added by Joseph Cerda on 11/12/2019 09:15:00

*** 11/12/2019 10:24:23 ***
PWA Case created for RA Case 13426611 by Jerry Gossling

*** 11/12/2019 10:24:23 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,409

Prod Date: 07/15/2013 **Warranty Start Date:** 08/07/2013

Dealer/Contact Data:

Dealer: CA202 Folsom Lake Kia

Phone: 9163532121 **FAX:** 9168501568

Contact: Zack Moore **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical #

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 11/12/2019 14:35:56 ***
Contact = Zack Moore, Priority = Standard, Sub Status = Dispatched

*** 11/12/2019 14:35:56 ***
Web - Problem Description created on 11/12/2019 14:35:56 and created by Zack Moore
MAJOR OIL LEAK

*** 11/12/2019 14:35:57 ***
Web - Diagnostics created on 11/12/2019 14:35:57 and created by Zack Moore
FIRST PERFORMED ENGINE OIL LEAK DIAG. FOUND OIL PRESSURE SENSOR IN VALLEY OF ENGINE SEVERLY LEAKING OIL. REPLACED OIL PRESSURE SENSOR AND RE-INSPECTED. FOUND ENGINE OIL LEAKING FROM HEAD-GASKETS IN VALLEY OF ENGINE. TORE ENGINE DOWN FOR CYLINDER HEAD GASKET REPAIR. WHEN ATTEMPTING TO RE-TORQUE LEFT CYLINDER HEAD FOUND THAT CYLINDER 1 TOP CYLINDER HEAD BOLT PULLED THREADS FROM ENGINE BLOCK NOT ALLOWING FOR PROPER TORQUE OF CYLINDER HEAD. WILL ATTACH PICTURE OF BOLT WITH THREADS FROM BLOCK STILL ATTACHED TO BOLT. REQUESTING ENGINE SHORT BLOCK, NEW LEFT CYLINDER HEAD GASKET, AND LEFT BANK CYLINDER HEAD BOLTS.

*** 11/12/2019 14:38:02 ***
15735981988835242755592.jpg added by Zack Moore on 11/12/2019 14:38:01

*** 11/13/2019 05:05:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/13/2019 05:11:33 and created by Tony Thomas ***
1: Please validate proper maintenance and attach a photo of the full complete valve train to this case for documentation.

*** Phone - Advice created on 11/13/2019 09:04:55 and created by Tony Thomas ***
1: Zack called in. Manager is insisting he get a PWA regardless of their DSA status. Advised if proper maintenance and warranty are validated, to replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. You are a DSA A status dealer and no Techline PWA case is

required.

*** 11/13/2019 09:05:12 ***
PWA Case 13434186 created by Tony Thomas

*** 11/13/2019 09:05:12 ***
I have generated and approved a PWA case for you.

*** 11/13/2019 14:54:01 ***
Case Number: XXXXXXXX Reopen Requested by Zack Moore.
Reason: [MANAGER IS OUT OF OFFICE AND ENGINE SHORT BLOCK APPROVAL IS NOW BECOMING A HEATER. REQUESTING PWA CREATED FOR ENGINE SHORT BLOCK APPROVAL]

*** 11/14/2019 04:48:52 ***
Reopen Denied by Tony Thomas
Reason: As discussed, I created the PWA for you yesterday Zack. PWA case # 13434186. You should find it in your closed cases and you should receive notification to zmoore122088@gmail.com.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,406

Prod Date: 04/11/2013 **Warranty Start Date:** 07/15/2013

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Kyle Marchi **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 11/15/2019 15:35:48 ***
Contact = Kyle Marchi, Priority = Standard, Sub Status = Dispatched

*** 11/15/2019 15:35:48 ***
Web - Problem Description created on 11/15/2019 15:35:48 and created by Kyle Marchi
Coolant leak from RH cylinder head gasket

*** 11/15/2019 15:35:48 ***
Web - Diagnostics created on 11/15/2019 15:35:48 and created by Kyle Marchi
Confirmed coolant leaking from RH cylinder head gasket just at corner toward front bumper/transmission. During cylinder head removal for further inspection found cylinder head bolt at effected corner had no torque. When bolt was removed found bolt had stripped block of threads. Further inspection of engine components found excessive deviation in LH bank between intake and exhaust cvvt assemblies as well as RH bank intake cvvt.

*** 11/15/2019 15:39:46 ***
20191115_152537.jpg added by Kyle Marchi on 11/15/2019 15:39:44

*** 11/15/2019 15:40:06 ***
20191115_152716.mp4 added by Kyle Marchi on 11/15/2019 15:39:46

*** 11/15/2019 15:40:24 ***
20191115_152647.mp4 added by Kyle Marchi on 11/15/2019 15:40:06

*** 11/15/2019 15:40:48 ***
20191115_152620.mp4 added by Kyle Marchi on 11/15/2019 15:40:25

*** 11/16/2019 09:06:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 11/16/2019 09:10:54 and created by Sam Camarillo ***

1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
2: PWA covers collateral damage, if the CVVT's are loose write down the reason they are being replaced and it will be covered. I would recommend the cams be replaced as well as the pins are probably loose.

*** 11/16/2019 09:11:01 ***
PWA has been authorized by Sam Camarillo

*** 11/16/2019 09:11:01 ***
Case closed by Sam Camarillo with Resolution Code : Information Given
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,051

Prod Date: 09/09/2013 **Warranty Start Date:** 12/18/2013

Dealer/Contact Data:

Dealer: CA253 Weseloh Kia Carlsbad

Phone: 7604381001 **FAX:** 7605472022

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/15/2019 16:49:05 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 11/15/2019 16:49:05 ***
Web - Problem Description created on 11/15/2019 16:49:05 and created by Rodney Ledet
vehicle is overheating while driving on freeway - Found left cylinder head gasket is leaking coolant.

*** 11/15/2019 16:49:05 ***
Web - Diagnostics created on 11/15/2019 16:49:05 and created by Rodney Ledet
checked operation of cooling fan using active test and fan is operational
no coolant loss from any where else.
no relevant fault codes

*** 11/16/2019 09:23:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 11/16/2019 09:27:10 and created by Sam Camarillo ***
1: Most likely it will need an engine replacement, when the head gaskets leak it is often lifts the head and strips a bolt
This will be a CP job, I see it is second owner. If they approve further diagnosis I would try to get 40-50 lbs of torque on a head bolt near the leak see if it spins.

*** 11/18/2019 08:31:40 ***
Web - Note created on 11/18/2019 08:31:40 and created by KORY ENGER
I just uploaded the VIS...the car is registered under his wifes name so it should be covered under warranty.

*** 11/18/2019 08:31:41 ***
RADOVANOVIC.pdf added by KORY ENGER on 11/18/2019 08:31:40

*** Web - Advice created on 11/18/2019 09:15:33 and created by Sam Camarillo ***
1: Ok thanks, I validated the warranty

see if the bolts near the leak hold 45-50 lbs of torque.

*** 11/18/2019 12:10:18 ***
Web - Note created on 11/18/2019 12:10:18 and created by Rodney Ledet
the head bolts near the leak on left cylinder head/block will not hold torque, They just keep turning.

*** Web - Advice created on 11/18/2019 13:17:04 and created by Sam Camarillo ***
1: Ok I will approve an engine
I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 11/18/2019 13:17:24 ***
PWA Case created for RA Case 13438251 by Sam Camarillo

*** 11/18/2019 13:17:25 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,797

Prod Date: 05/17/2013 **Warranty Start Date:** 05/27/2013

Dealer/Contact Data:

Dealer: LA027 Sparks Kia

Phone: 3183221800 **FAX:** 3183256039

Contact: Flenard Neal **Contact Title:** Maintenance Technician **Service District:** SW04

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** 11/19/2019 09:43:37 ***
Contact = Flenard Neal, Priority = Standard, Sub Status = Dispatched

*** 11/19/2019 09:43:38 ***
Web - Problem Description created on 11/19/2019 07:01:18 and created by Flenard Neal
CAR CAME IN WITH BLOWN HEAD GASKETS SENT HEAD TO THE SHOP FOR HEADS TO BE CHECKED HEADS CAME BACK REPLACE HEAD GASKET AND BOLTS INSTALLED EVERYTHING BACK TOGETHER CAR WAS IDLING FINE TEST DROVE CAR GASKET BLOW AGAIN. ORDER A SHORT BLOCK PULED OLD MOTOR SENT HEADS BACK TO THE SHOP JUST TO MAKE SURE EVERYTHING WAS FINE STILL WITH THE HEADS REASSEMBLY NEW SHORT BLOCK INSTALLED HEADS BACK ON TO ENGINE STARTED UP IDLE FIND BUT UNDER A LOAD STARTS MAKING A POPPING NOISE THOUGHT TIMING WAS OFF RE TIMED MULTIPLY TIMES EVEN HAD KIA FIELD TECH THAT WAS DONE TO CHECK TIMING WITH ME TIMING WAS ON. CHECK BACK LASH ON HEADS FOUND THAT IN TAKE AND EXHAUST CAM LASH WAS AT TEN WHEN SPECS SAY THEY SHOULD BE INTAKE A .17 .23 MM AND EXHAUST SHOULD BE .27 .33 MM SO TOOK HEADS BACK OFF SENT BACK TO THE SHOP WITH SPEC SHEET HEAD SHOP SEND THEY GO HEADS TO SPECS REMOUNTED HEADS CHECK LASH AGAIN ON CAM AGAIN LASH IS NOW 15 ON INTAKE AND EXHAUST AND POPPING IS STILL SHOWING UP.

*** 11/19/2019 09:43:38 ***
Web - Diagnostics created on 11/19/2019 07:01:18 and created by Flenard Neal
ANY IDEAS ON WHAT COULD BE GOING ON I ATTACHED A VIDEO OF ENGINE POPPING.

*** 11/19/2019 09:44:29 ***
20191112_170921[1].mp4 added by Flenard Neal on 11/19/2019 09:43:38

*** 11/19/2019 12:48:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 11/19/2019 13:00:09 and created by Chris Schang ***
1: Flenard,
The noise appears to be a very deep metallic noise. Have you tried putting chassis ears on different locations to isolate the

area of the noise?

*** 11/20/2019 06:28:36 ***
Web - Note created on 11/20/2019 06:28:36 and created by Flenard Neal
There are no misfiring codes but its a backfire noise coming directly from the air intake.

*** Web - Advice created on 11/20/2019 08:32:25 and created by Chris Schang ***
1: Flenard,
Can you attach a mechanical vacuum gauge and watch the operation under load and at idle?

*** 11/21/2019 12:44:04 ***
Web - Note created on 11/21/2019 12:44:03 and created by Flenard Neal
At idle, holding around 22-23 inhg. Under load, 15-16 inhg.

*** Web - Advice created on 11/21/2019 12:46:54 and created by Chris Schang ***
1: Flenard,
What is the gauge doing when the backfire happens?

*** 11/21/2019 13:24:55 ***
Web - Note created on 11/21/2019 13:24:55 and created by Nicholas Lovell
WHEN THE BACK FIRES HAPPENS THE GAUGES JUST DROPS DOWN FROM 22- 23 TO 15-16 NOT SHAKING OF THE NEEDLE OR ANYTHING JUST A STEADY DROP.

*** Web - Advice created on 11/21/2019 14:50:49 and created by Chris Schang ***
1: Flenard,
Have you done a leak down test to see if there is any bent valves that the machine shop may have missed?

*** 11/23/2019 08:35:10 ***
Web - Note created on 11/23/2019 08:35:10 and created by Flenard Neal
So I finished the leak down test an all the cylinders are holding.

*** 11/23/2019 08:51:44 ***
Web - Note created on 11/23/2019 08:51:44 and created by Flenard Neal
An i can bring up the rpm while in park and no noise, when I power break that is when the noise starts up.

*** Web - Advice created on 11/25/2019 08:06:46 and created by Chris Schang ***
1: Flenard,
I am reviewing this case at this time. How long has the vehicle been down for this issue?

*** 11/25/2019 08:46:38 ***
Web - Note created on 11/25/2019 08:46:38 and created by Nicholas Lovell
THE CAR HAS BEEN DOWN FOR THE POPING NOSE FOR ABUOT 4 WEEKS NOW

*** Web - Advice created on 11/25/2019 08:49:05 and created by Chris Schang ***
1: Flenard,
I am going to escalate the case for an FTS due to time down.

*** 11/25/2019 08:49:48 ***
Inspection requested by Chris
Request Code: TL-LA027-13441175-112519
Request Details: Reason for escalation or additional details: time down for same concern

Technicians name: Flenard Neal
Technicians Number: (318) 582-8508

*** Web - Advice created on 11/25/2019 08:51:41 and created by Chris Schang ***
1: Flenard,
Can you please attach photos of the OCV connectors and the OCV harness?

*** 11/25/2019 10:18:23 ***

An FTS is scheduled to inspect this VIN on 01/07/2020 at LA027.

*** Service Alert Escalated to CA as: 13414716 on 11/26/2019 01:05:03 (PST)

*** Service Alert Escalated to CA as: 13414718 on 11/26/2019 01:05:04 (PST)
*** 11/27/2019 11:45:38 ***
Web - Note created on 11/27/2019 11:45:38 and created by Flenard Neal
The first inspection I found out the ocv connectors were backwards, i'm color blind, so switched them back around gray on gray and black on black. Still didn't stop the backfire noise. Bought a new ocv connector and its still doing the same thing.

*** Web - Advice created on 11/27/2019 13:34:43 and created by Chris Schang ***
1: Flenard,
Can you please get a flight recording when the backfiring noise is occurring?

*** 12/02/2019 06:54:13 ***
Web - Note created on 12/02/2019 06:54:13 and created by Flenard Neal
Which titles under flight recording do you want me to record?

*** Web - Advice created on 12/02/2019 09:06:41 and created by Chris Schang ***
1: Flenard,
All engine data please. Please select all engine data.

*** 12/04/2019 14:36:20 ***
SORENTO(XM)_ENGINE_191204-105256.GSR added by Joshua Doolittle on 12/04/2019 14:36:19

*** 12/04/2019 14:36:20 ***
SORENTO(XM)_ENGINE_191204-130309.GSR added by Joshua Doolittle on 12/04/2019 14:36:20

*** 12/04/2019 14:36:56 ***
Web - Note created on 12/04/2019 14:36:56 and created by Joshua Doolittle
Updated to add flight recordings.

*** Web - Advice created on 12/04/2019 15:56:06 and created by Chris Schang ***
1: Flenard,
The recording is only at idle. In your video with the noise, the engine is under load. Can you please put the engine under load and duplicate the noise while recording and attach the new recording? Please be sure that you include all engine data.

*** Phone - Advice created on 12/05/2019 11:45:45 and created by Eric Patterson ***
1: SM has called in on the case.

Please advise the Tech that the recordings were only at idle for 3 minutes. Before attaching to the case review the data and make sure the actual engine RPM moves.

Thank you.

The sprockets may be in time however the camshaft may not be. Possible dowel pin damaged.

*** 12/09/2019 15:07:19 ***
Web - Note created on 12/09/2019 15:07:19 and created by Maurice Jones
Took a pic of the pieces broken down.

*** 12/09/2019 15:07:21 ***
20191209_165601[1].jpg added by Maurice Jones on 12/09/2019 15:07:20

*** 12/09/2019 15:07:23 ***
20191209_165521[1].jpg added by Maurice Jones on 12/09/2019 15:07:22

*** 12/09/2019 15:07:25 ***
20191209_165446[1].jpg added by Maurice Jones on 12/09/2019 15:07:23

*** 12/09/2019 15:07:27 ***
20191209_165345[1].jpg added by Maurice Jones on 12/09/2019 15:07:25

*** Web - Advice created on 12/10/2019 07:48:38 and created by Chris Schang ***
1: Thanks Maurice,
Let me know when the vehicle is repaired per FTS findings.

*** Web - Advice created on 12/11/2019 08:20:02 and created by Chris Schang ***
1: Service manager called in,
Manager is looking for more information. Manager states that disabling the #4 coil causes the noise to cease. Agent is reviewing the case information and asked if the intake manifold has been inspected for any damage and manager states no, it has been swapped. manager states that no machine work was done by the machine shop. Manager is advised that 2 of the OCVs are covered in silicone and should not have any silicone on them. Manager is also advised to have his tech pinch off the purge valve and see if the noise goes away.

*** Web - Advice created on 12/12/2019 11:57:26 and created by Frank Lusic ***
1: The service manager called in and we discussed the case
they determined that under load there is a popping in the intake only on cyl #4
they said that both intake CVVTs were not locking , I asked that both CVVTs and cams be replaced
I asked them to check the crank sensor on tone ring for damage
I had them check the intake spring strength and all were equal

*** Case has been auto closed by the system on 01/23/2020 01:11:46 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,734

Prod Date: 07/23/2013 **Warranty Start Date:** 08/06/2013

Dealer/Contact Data:

Dealer: CA270 Kia of Alhambra

Phone: 8888939247 **FAX:** 6264142112

Contact: Pedro Orellana **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Warranty Exclusion-Auto

Case History

*** 11/19/2019 12:56:00 ***
Contact = Pedro Orellana, Priority = Standard, Sub Status = Dispatched

*** 11/19/2019 12:56:00 ***
Web - Problem Description created on 11/19/2019 12:46:46 and created by Pedro Orellana
C/S the vehicle engine is overheating, C/S possible blow head gasket.

*** 11/19/2019 12:56:00 ***
Web - Diagnostics created on 11/19/2019 12:46:47 and created by Pedro Orellana
verified concern, no DTCs stored on the module, first start the engine shakes as misfiring present then white smoke comes from exhaust pipe, no damage on visual inspection, after market radiator is been install on the vehicle, the engine oil is already contaminated with coolant, advice.

*** 11/19/2019 17:04:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 11/19/2019 17:05:58 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 13442909 on 11/20/2019 01:06:50 (PST)

*** 11/22/2019 09:33:05 ***
Web - Note created on 11/22/2019 09:33:05 and created by Pedro Orellana

See attached documents

*** 11/22/2019 09:33:08 ***
1574443895059864429605833320112.jpg added by Pedro Orellana on 11/22/2019 09:33:06

*** Web - Advice created on 11/22/2019 10:42:12 and created by Eric Patterson ***
1: Thank you, I see the threads are damaged.

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
3: Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 11/22/2019 10:42:25 ***
PWA Case 13446938 created by Eric Patterson

*** 11/22/2019 10:42:32 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,909

Prod Date: 05/07/2014 **Warranty Start Date:** 11/29/2014

Dealer/Contact Data:

Dealer: NY022 Northtown Kia

Phone: 7162172391 **FAX:** 7168391996

Contact: John Kenyon **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** 12/02/2019 05:16:31 ***
Contact = Martin Ceciliano, Priority = Standard, Sub Status = Dispatched

*** 12/02/2019 05:16:32 ***
Web - Problem Description created on 12/02/2019 05:16:03 and created by Martin Ceciliano
Engine overheating

*** 12/02/2019 05:16:32 ***
Web - Diagnostics created on 12/02/2019 05:16:03 and created by Martin Ceciliano
Vehicle was low on coolant.During top off and bleeding bubbles would not stop coming up out of the radiator. Suspect blown head gasket.
Confirmed by performing a cylinder leakage test and found number 6 cylinder leaking into the coolant passage. When removing the left hand cylinder head, the head bolt on the outside corner of the head came out with the threads that should be in the block.
Was told to get approval from you to put a short block in it.
Any suggestions?? Thank you.

*** 12/02/2019 05:16:34 ***
20191129_083008.jpg added by Martin Ceciliano on 12/02/2019 05:16:33

*** 12/02/2019 06:04:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/02/2019 06:06:46 and created by Greg Phillips ***
1: Thank you for the photo of the bolt. Please also attach a photo of the valve train for maintenance verification. IF there is sludge, I will need the customer's oil service records.

*** 12/02/2019 07:53:28 ***
Web - Note created on 12/02/2019 07:53:28 and created by Martin Ceciliano
I have attached photos of the valve train.

*** 12/02/2019 07:53:30 ***
1575301836036174463841 2.jpg added by Martin Ceciliano on 12/02/2019 07:53:29

*** 12/02/2019 07:53:33 ***
15753019235741810621 46.jpg added by Martin Ceciliano on 12/02/2019 07:53:31

*** Web - Advice created on 12/02/2019 10:26:28 and created by Greg Phillips ***
1: Based on the information you have provided, you are authorized to replace the engine. Replace the engine with a long block, if available, and follow PS539. If a long block is not available, then replace the short block and follow PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/02/2019 10:26:32 ***
PWA has been authorized by Greg Phillips

*** 12/02/2019 10:26:33 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized.

*** 12/27/2019 08:19:24 ***
Case Number: XXXXXXXX Reopen Requested by John Kenyon.
Reason: [Wondering if short block core needs to be RE assembled before sending back. Thank you]

*** 12/28/2019 04:57:42 ***
Reopen Denied by Tony Thomas
Reason: That would not be necessary but assemble as best you can for the core return.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,140

Prod Date: 03/05/2014 **Warranty Start Date:** 07/05/2014

Dealer/Contact Data:

Dealer: NV012 Towbin Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: James Bryant **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/27/2019 10:12:14 ***
Contact = James Bryant, Priority = Standard, Sub Status = Dispatched

*** 11/27/2019 10:12:15 ***
Web - Problem Description created on 11/27/2019 10:12:14 and created by James Bryant
customer states vehicle stopped blowing hot air and vehicle began to overheat

*** 11/27/2019 10:12:15 ***
Web - Diagnostics created on 11/27/2019 10:12:15 and created by James Bryant
i have inspected this vehicle found fan operation to be normal on at temp and on with a/c inspection found coolant leak external of head normally indicates stripped block pictures to follow

*** 11/27/2019 10:15:21 ***
20191127_100618.jpg added by James Bryant on 11/27/2019 10:15:19

*** 11/27/2019 10:16:07 ***
Web - Note created on 11/27/2019 10:16:07 and created by James Bryant
i have attached a pjoto of coolant leak

*** 11/27/2019 12:55:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/27/2019 13:00:27 and created by Jerry Gossling ***
1: James,
Please gain access to the head bolts and see if they will maintain 65 FT LBS of torque by using a torque wrench.
Thank you

*** 11/29/2019 13:08:22 ***
20191129_130244.jpg added by James Bryant on 11/29/2019 13:08:20

*** 11/29/2019 13:13:19 ***
Web - Note created on 11/29/2019 13:13:19 and created by James Bryant
i have attached a photo of the stripped head bolt

*** Web - Advice created on 12/02/2019 06:56:58 and created by Jerry Gossling ***
1: James,
Based off of this information the short block will need to be replaced and the cylinder heads inspected for warpage by using a machinist straight edge per the procedure listed in the shop manual.
I will generate a PWA case for the short block.
Thank you

*** 12/02/2019 06:58:14 ***
PWA Case created for RA Case 13452525 by Jerry Gossling

*** 12/02/2019 06:58:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 30,676

Prod Date: 04/20/2018 **Warranty Start Date:** 06/29/2018

Dealer/Contact Data:

Dealer: AZ047 Camelback Kia

Phone: 6022491133 **FAX:** 6022429336

Contact: JOHN STAPLES **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** 12/02/2019 13:49:24 ***
Contact = JOHN STAPLES, Priority = Standard, Sub Status = Dispatched

*** 12/02/2019 13:49:24 ***
Web - Problem Description created on 12/02/2019 13:49:24 and created by JOHN STAPLES
CHECK ENGINE LIGHT IS ON AND ENGINE RUNS ROUGH

*** 12/02/2019 13:49:24 ***
Web - Diagnostics created on 12/02/2019 13:49:24 and created by JOHN STAPLES
SCANNED PCM FOR TROUBLE CODES. PULLED P0305- #5 CYLINDER MISFIRE DETECTED. ENGINE OVERHEATED DUE TO RADIATOR FAN INOP. PERFORMED RADIATOR COOLING FAN ACTUATION TEST: FAILED. NO ACTUATION. CHECKED FOR POWER AND GROUND AT FAN MOTOR WHILE PERFORMING ACTUATION TEST-OK. SUPPLIED DIRECT POWER AND GROUND TO FAN. NO OPERATION. PERFORMED BLOCK TEST AND FLUID CHANGES COLOR WITHIN 10-15 SECONDS. MONITORED MISFIRE COUNTER AND #1 AND #3 CYLINDER WILL MISFIRE ALSO
WHILE POWER BRAKING ENGINE, BUT DTC'S DID NOT SET. SENDING VIDEO OF BLOCK TEST.

*** 12/02/2019 14:03:05 ***
20191202_145936.mp4 added by JOHN STAPLES on 12/02/2019 14:02:19

*** 12/03/2019 05:46:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/03/2019 05:52:57 and created by Steven Okimura ***
1: John, will the block test turn the fluid yellow?
Perform a compression and leakdown test and record results.
Attach a photo of the spark plugs.

*** 12/07/2019 08:01:04 ***
20191207_085606.mp4 added by JOHN STAPLES on 12/07/2019 08:00:09

*** 12/07/2019 08:03:34 ***
Web - Note created on 12/07/2019 08:03:34 and created by JOHN STAPLES
STEVEN, SORRY I DIDNT GET BACK TO YOU SOONER. YES, TEST FLUID TURNS YELLOW. ATTATCHED ANOTHER VIDEO OF BLOCK TEST OUT DOORS. PULLING VEHICLE IN NOW TO DO COMPRESSION TEST AND LEAKDOWN TEST.

*** 12/07/2019 08:58:39 ***
157573784467471370505 5.jpg added by JOHN STAPLES on 12/07/2019 08:58:38

*** 12/07/2019 09:11:48 ***
Web - Note created on 12/07/2019 09:11:48 and created by JOHN STAPLES
ATTACHED PICTURE OF SPARK PLUGS. PLUGS NOT REALY FOULED, BUT #5 WAS WET. COMPRESSION TEST RESULTS- #1-190 PSI (8% LEAKDOWN) #2- 195 PSI (6% LEAKDOWN)
#3-185 PSI (10 % LEAKDOWN) #4- 190 PSI (10% LEAKDOWN) #5- 170 PSI (17% LEAKDOWN) #6- 190 PSI (8 % LEAKDOWN) CYLINDERS PUMP UP, BUT #5 COMPRESSION ALOT
LOWER THAN OTHER CYLINDERS. TOPPED OFF COOLANT ON THE 2ND OF DECEMBER AND COOLANT LEVEL IS LOW AGAIN.

*** Web - Advice created on 12/09/2019 06:39:09 and created by Steven Okimura ***
1: John, based on the information provided the cylinder head should be removed with DPSM approval and check the head and block for flatness, if out of spec, Kia does not recommend resurfacing and replacement is necessary. Before removing the head bolts, check if they with torque to specs or continue to rotate indicating a bad block.

*** 12/17/2019 06:48:12 ***
Web - Note created on 12/17/2019 06:48:11 and created by JOHN STAPLES
Hey Steven, we got approval to remove cylinder head. Haven't had time to pull head yet though. I will check headbolts tomorrow and update case.

*** Web - Advice created on 12/17/2019 10:19:09 and created by Steven Okimura ***
1: Thank you for the update

*** 12/18/2019 10:34:53 ***
Web - Note created on 12/18/2019 10:34:53 and created by JOHN STAPLES
HI STEVEN, GOT THE MOTOR TORN DOWN AND HEAD REMOVED. WHILE DRAINING OIL BEFORE PULLING TIMING COVER, COOLANT POURED OUT OF PAN. REMOVED CYLINDER HEAD ON RIGHT BANK. #5 AND #3 TOP OF PISTONS WASHED. MEASURED STRAIGHTNESS ON BLOCK AND CYLINDER HEAD: NO GOOD. BLOCK IS AT .003 WARPAGE AND CYLINDER HEAD IS AT
.006. SENDING PHOTO OF WASHED PISTONS.

*** 12/18/2019 10:37:43 ***
157669417856281653033 2.jpg added by JOHN STAPLES on 12/18/2019 10:37:42

*** 12/18/2019 10:49:56 ***
Web - Note created on 12/18/2019 10:49:56 and created by JOHN STAPLES
HEADBOLTS WERE NOT "STRIPPED", BUT ALL WERE LOOSE.

*** Web - Advice created on 12/18/2019 14:03:25 and created by Steven Okimura ***
1: You have validated the warranty and based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 12/18/2019 14:03:46 ***
PWA has been authorized by Steven Okimura

*** 12/18/2019 14:03:46 ***
Case closed by Steven Okimura with Resolution Code : Faulty Component
[Resolution Summary]
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,547

Prod Date: 06/13/2013 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: CA281 Kia of Stockton

Phone: 2098517111 **FAX:** 2094750625

Contact: James Gurley **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 12/02/2019 14:28:48 ***
Contact = James Gurley, Priority = Standard, Sub Status = Dispatched

*** 12/02/2019 14:28:49 ***
Web - Problem Description created on 12/02/2019 14:28:49 and created by James Gurley
CUST STATES VEH OVER HEATING

*** 12/02/2019 14:28:49 ***
Web - Diagnostics created on 12/02/2019 14:28:49 and created by James Gurley
FOUND COOLANT LEVEL LOW FILLED COOLANT BLEED SYSTEM FOUND UPPER HOSE HOT WHEN DRIVING AND LOWER HOSE COLD.
PERFORMED BLOCK TEST FAILED.

*** Service Alert Escalated to CA as: 13457062 on 12/03/2019 01:07:08 (PST)

*** 12/03/2019 06:40:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 12/03/2019 06:43:08 and created by Chris Schang ***
1: James,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 12/06/2019 09:21:47 ***
Web - Note created on 12/06/2019 09:21:47 and created by James Gurley
HEAD BOLTS WILL NOT TORQUE

*** Web - Advice created on 12/06/2019 10:56:51 and created by Chris Schang ***
1: James,
The engine will need to be replaced. Can you please send a photo of the valve train for maintenance verification? Thanks.

*** 12/11/2019 10:08:27 ***
Web - Note created on 12/11/2019 10:08:27 and created by James Gurley
Just added pics of valve train

*** 12/11/2019 10:08:29 ***
20191211_100241.jpg added by James Gurley on 12/11/2019 10:08:28

*** 12/11/2019 10:08:32 ***
20191211_100254.jpg added by James Gurley on 12/11/2019 10:08:30

*** 12/11/2019 10:08:34 ***
20191211_100307.jpg added by James Gurley on 12/11/2019 10:08:32

*** 12/11/2019 10:08:37 ***
20191211_100318.jpg added by James Gurley on 12/11/2019 10:08:34

*** Web - Advice created on 12/11/2019 12:26:46 and created by Chris Schang ***
1: Thanks James,
I will create and approve a PWA case for this engine. I would advise to replace the long block if available. If a long block is not available, the heads will have to be removed and inspected to see if they are warped.

*** 12/17/2019 15:42:29 ***
Web - Note created on 12/17/2019 15:42:29 and created by James Gurley
THANK YOU

*** 12/17/2019 15:43:50 ***
PWA Case 13476499 created by Chris Schang

*** 12/17/2019 15:43:59 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 107,825

Prod Date: 10/17/2013 **Warranty Start Date:** 12/06/2013

Dealer/Contact Data:

Dealer: CA139 First Kia

Phone: 8053031828 **FAX:** 8055789646

Contact: Terry Etzler **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/09/2019 15:15:19 ***
Contact = Terry Etzler, Priority = Standard, Sub Status = Dispatched

*** 12/09/2019 15:15:19 ***
Web - Problem Description created on 12/09/2019 15:15:19 and created by Terry Etzler
Engine is overheating, CEL is flashing and engine makes noise on accel.

*** 12/09/2019 15:15:19 ***
Web - Diagnostics created on 12/09/2019 15:15:19 and created by Terry Etzler
Tested with KDS and found P0305 #5 cylinder misfire. Ran engine to check current misfires and found oil and coolant leaking from head gasket at #5 cylinder. Got permission to remove front valve cover and inspect valve train for maintenance concerns and attach photos to a techline case.

*** 12/09/2019 15:19:07 ***
Web - Note created on 12/09/2019 15:19:07 and created by Terry Etzler
Pics attached

*** 12/09/2019 15:19:09 ***
157593340477611012579 5.jpg added by Terry Etzler on 12/09/2019 15:19:08

*** 12/09/2019 15:19:10 ***
157593346468016689031 02.jpg added by Terry Etzler on 12/09/2019 15:19:09

*** 12/09/2019 15:19:12 ***
157593350000881543484 1.jpg added by Terry Etzler on 12/09/2019 15:19:11

*** Service Alert Escalated to CA as: 13466180 on 12/10/2019 01:06:43 (PST)

*** 12/10/2019 06:54:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 12/10/2019 07:03:18 and created by Eric Patterson ***
1: Perfect, Thank you for the information.

I appreciate it. This vehicle is out of warranty. Just making sure you know.

Valvetrain looks acceptable.

We need to see if the block is re usable. Please see below. please attach a picture if there is a failure ang bank 1. Then you can recommend to the Customer the proper repair.
2: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Case has been auto closed by the system on 12/26/2019 01:06:39 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 35,973

Prod Date: 09/12/2013 **Warranty Start Date:** 11/15/2013

Dealer/Contact Data:

Dealer: WI008 Palmen Kia of Kenosha

Phone: 2626973100 **FAX:** 2626971986

Contact: Chris Ramirez **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 12/13/2019 06:26:18 ***
Contact = Chris Ramirez, Priority = Standard, Sub Status = Dispatched

*** 12/13/2019 06:26:19 ***
Web - Problem Description created on 12/13/2019 06:26:19 and created by Chris Ramirez
Customer states the engine started to heat up more than usual on the temperature gauge and that the heater had poor performance.

*** 12/13/2019 06:26:19 ***
Web - Diagnostics created on 12/13/2019 06:26:19 and created by Chris Ramirez
I brought the vehicle into the shop and checked the coolant level and saw that it was low on coolant. I topped of the radiator with about half a gallon of coolant. I performed a quick visual inspecton of the engine and found some coolant laying on top of the transmission. I removed the air box from the vehicle and performed a visual inspection again with a mirror but did not find anything obvious. I cleaned off the top of the transmission and let the vehicle run for about an hour and rechecked and again found no signs of coolant leaking back on the top of the transmission. I installed the coolant pressure tester and pressurized the cooling system and rechecked for leaks and again found no coolant leaking back on top of the transmission. I lift the vehicle and removed the undercover and found that the front side of the transmission was covered in coolant. I cleaned the entire transmission off again this morning.

*** 12/13/2019 06:30:38 ***
Web - Note created on 12/13/2019 06:30:38 and created by Chris Ramirez
I started the vehicle from a cold start and found coolant traveling down the seam of where the head meets the engine block. I took pictures of what I am seeing. I took a picture of it cleaned off and then one more after the engine was running for about 10 minutes. With a mirror I followed the seam up to under the water temperature control assembly and did not see coolant leaking out of it. I attached a picture of that as well by using a mirror. The coolant I found on top of the transmission is a mystery to me though... Im not sure how possible it would be for air turbulence to push this coolant up and on top of the transmission on the other side. I also attached a picture of that.

*** 12/13/2019 06:40:33 ***
10 minutes.JPG added by Chris Ramirez on 12/13/2019 06:40:33

*** 12/13/2019 06:40:34 ***
clean.JPG added by Chris Ramirez on 12/13/2019 06:40:34

*** 12/13/2019 06:40:36 ***
wtca.JPG added by Chris Ramirez on 12/13/2019 06:40:35

*** 12/13/2019 06:40:37 ***
coolant residue.JPG added by Chris Ramirez on 12/13/2019 06:40:36

*** 12/13/2019 07:34:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 12/13/2019 07:37:49 and created by Sam Camarillo ***
1: it looked like where the cylinder head meets the block is leaking.
If that is the case please do the following:
Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 12/19/2019 10:36:40 ***
Web - Note created on 12/19/2019 10:36:39 and created by Chris Ramirez
Okay I got the cams out of the way and checked the bolt nearest to the source of the leak and found that with just using my hand I was able to move the bolt. I did put a ratchet on it and like you mentioned it kept spinning and never tightened up. I removed the bolt and sure enough the bolt came out with the threads attached to it. I attached a picture of the bolt

*** 12/19/2019 10:36:43 ***
Cylinder head bolt.JPG added by Chris Ramirez on 12/19/2019 10:36:41

*** Web - Advice created on 12/19/2019 11:01:01 and created by Sam Camarillo ***
1: OK it will need a short block minimum, I will approve.

*** Web - Advice created on 12/19/2019 11:01:32 and created by Sam Camarillo ***
1: I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/19/2019 11:01:51 ***
PWA Case 13479252 created by Sam Camarillo

*** 12/19/2019 11:01:55 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 89,943

Prod Date: 02/20/2014 **Warranty Start Date:** 04/09/2014

Dealer/Contact Data:

Dealer: OH071 Taylor Kia of Lima

Phone: 5677126604 **FAX:** 5673713340

Contact: Lloyd Mcmillion **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/05/2019 12:54:56 ***
Contact = Lloyd Mcmillion, Priority = Standard, Sub Status = Dispatched

*** 12/05/2019 12:54:56 ***
Web - Problem Description created on 12/05/2019 12:54:56 and created by Lloyd Mcmillion
customer complained of no heat

*** 12/05/2019 12:54:56 ***
Web - Diagnostics created on 12/05/2019 12:54:56 and created by Lloyd Mcmillion
found car was low on coolant
performed coolant bleed, car was producing bubbles in coolant and would not bleed out.
removed spark plugs on front bank, found cuylinder one plug was coolant soaked.
performed leak down test on front bank. cylinder 1 has about 20 percent leakage and there is large amounts of air coming from cooling system radiator cap

*** 12/05/2019 14:44:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 12/05/2019 14:46:11 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

If the leaks are spotted, please see line #2
2: : We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 13462120 on 12/06/2019 01:03:17 (PST)

*** 12/10/2019 07:34:04 ***
Web - Note created on 12/10/2019 07:34:04 and created by Lloyd Mcmillion
no signs of external leaks, will get you more information when I have it

*** Web - Advice created on 12/10/2019 12:13:03 and created by Eric Patterson ***
1: Thank you

*** 12/12/2019 13:48:55 ***
Web - Note created on 12/12/2019 13:48:54 and created by Lloyd Mcmillion
THREE OF THE FOUR BOLTS AROUND THE AFFECTED CYLINDER WAS STRIPPED. SEE ATTACHED PHOTO

*** 12/12/2019 13:48:57 ***
20191212_161538.jpg added by Lloyd Mcmillion on 12/12/2019 13:48:55

*** 12/13/2019 07:22:10 ***
Web - Note created on 12/13/2019 07:22:10 and created by Lloyd Mcmillion
do you need the bolts removed?

*** Phone - Advice created on 12/13/2019 09:03:41 and created by Aldo Parada ***
1: Tech called in, he states he did not perform a compression test or a leak down test on engine. However he did perform a leak down on cylinder #1 which yield 20% coming from the radiator. Tech also states he cannot perform any further testing as valve cover is off and engine"dissembled."

Please at this time remove the 3 stripped bolts and add clear pictures of the bolt thread for review, per Eric request. Thanks!

*** 12/13/2019 09:55:07 ***
Web - Note created on 12/13/2019 09:55:07 and created by Lloyd Mcmillion
PICTURES OF BOLTS FROM EFFECTED CYLINDER ATTACHED

*** 12/13/2019 09:55:09 ***
20191213_125100.jpg added by Lloyd Mcmillion on 12/13/2019 09:55:08

*** 12/13/2019 09:55:11 ***
20191213_125055.jpg added by Lloyd Mcmillion on 12/13/2019 09:55:10

*** 12/13/2019 11:55:02 ***
Web - Note created on 12/13/2019 11:55:02 and created by Lloyd Mcmillion
IS THAT WHAT YOU NEEDED OR DO YOU NEED PICTURES OF THE THREADS IN THE CYLINDERS TOO?

*** Web - Advice created on 12/14/2019 09:11:02 and created by Eric Patterson ***
1: Thank you fore the information.

Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/14/2019 09:11:13 ***
PWA Case created for RA Case 13461703 by Eric Patterson

*** 12/14/2019 09:11:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,749

Prod Date: 10/18/2013 **Warranty Start Date:** 01/30/2014

Dealer/Contact Data:

Dealer: PA080 Jim Shorkey Kia

Phone: 7245151000 **FAX:** 7248640417

Contact: BLAINE CHARMO JR **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/26/2019 12:20:07 ***
Contact = BLAINE CHARMO JR, Priority = Standard, Sub Status = Dispatched

*** 11/26/2019 12:20:07 ***
Web - Problem Description created on 11/26/2019 12:20:07 and created by BLAINE CHARMO JR
customer states the car is over heating

*** 11/26/2019 12:20:08 ***
Web - Diagnostics created on 11/26/2019 12:20:08 and created by BLAINE CHARMO JR
i found the engine has a striped out head bolt on the right bank of the engine cause the head gasket to fail and engine is overheating and probable causing the engine head to over warp as well. should i replace the engine with a long block to correct concern, we have seen a few of the engine fail this way.

*** 11/26/2019 16:01:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 11/26/2019 16:02:07 and created by Eric Patterson ***
1: Long block if available. Please attach pictures of the valve train and the stripped bolt to the case.

*** Service Alert Escalated to CA as: 13451852 on 11/27/2019 01:05:15 (PST)

*** Case has been auto closed by the system on 12/12/2019 01:09:22 (PST)
*** 12/12/2019 09:01:56 ***
Case Number: XXXXXXXX Reopen Requested by BLAINE CHARMO JR.
Reason: [Pulled valve cover and stripped head bolt took pics need to attach to tech case for engine approval]

*** 12/12/2019 14:06:20 ***

Reopened with Sub Status of Working

*** Web - Advice created on 12/12/2019 14:06:36 and created by Eric Patterson ***
1: Case has been re opened Blaine

*** 12/14/2019 12:46:24 ***
20191212_115331.jpg added by BLAINE CHARMO JR on 12/14/2019 12:46:23

*** 12/14/2019 12:46:26 ***
20191212_115346.jpg added by BLAINE CHARMO JR on 12/14/2019 12:46:25

*** Web - Advice created on 12/17/2019 08:13:56 and created by Eric Patterson ***
1: Thank you for the attachments to the case.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/17/2019 08:14:09 ***
PWA Case created for RA Case 13451212 by Eric Patterson

*** 12/17/2019 08:14:10 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,407

Prod Date: 09/29/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: KY012 Kia Store East

Phone: 5024251234 **FAX:** 5024123676

Contact: Christopher Anders **Contact Title:** Dual Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/19/2019 08:18:01 ***
Contact = Christopher Anders, Priority = Standard, Sub Status = Dispatched

*** 12/19/2019 08:18:01 ***
Web - Problem Description created on 12/19/2019 08:18:01 and created by Christopher Anders
Customer states heat comes and goes and the engine is overheating

*** 12/19/2019 08:18:01 ***
Web - Diagnostics created on 12/19/2019 08:18:01 and created by Christopher Anders
Verifyed. Inspected coolant level and found that it is low. Filled coolant up and performed coolant pressure test. Found that right hand cylinder head gasket is leaking. I have seen this before on v6 engines where the cylinder head bolts have come loose and warps the block or head and causes this concern. Inspected right hand cylinder head bolts and found several that were loose. Tried tightening bolts and one bolt almost wanted to strip the threads out so I stopped.

*** 12/19/2019 10:38:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/19/2019 10:39:55 and created by Frank Lusic ***
1: Hello Christopher
I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/19/2019 10:40:14 ***
PWA Case created for RA Case 13478885 by Frank Lusic

*** 12/19/2019 10:40:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,939

Prod Date: 03/01/2014 **Warranty Start Date:** 05/17/2014

Dealer/Contact Data:

Dealer: PA063 Monroeville Kia

Phone: 4128562100 **FAX:** 4128568808

Contact: Bruce Loutsenhizer **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA authorized

Case History

*** 12/23/2019 05:51:16 ***
Contact = Bruce Loutsenhizer, Priority = Standard, Sub Status = Dispatched

*** 12/23/2019 05:51:16 ***
Web - Problem Description created on 12/23/2019 05:51:16 and created by Bruce Loutsenhizer
This engine over heated and lost bank 1 head gasket ,put anti freeze into #3 cylender causing p0303 missfire code after tear down found gasket failure,due to leaking heater hose,i went to replace gaskets and found three head bolts on bank 2 will not torque ,the theads in the head are twisting with the bolts,i did not try bank 1 as not to have any further issues, i did notice some bolts were loose when i went to break them loose while removing the heads,i need a short block the heads are ok and did not warp,

*** 12/23/2019 05:51:16 ***
Web - Diagnostics created on 12/23/2019 05:51:16 and created by Bruce Loutsenhizer
tear down and inspect heads,kds diag for code p0303

*** 12/23/2019 07:12:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/23/2019 07:21:55 and created by Brian Lall ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/23/2019 07:22:56 ***
PWA has been authorized by Brian Lall

*** 12/23/2019 07:22:56 ***
Case closed by Brian Lall with Resolution Code : Information Given

[Resolution Summary]
PWA authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,559

Prod Date: 08/15/2013 **Warranty Start Date:** 11/19/2013

Dealer/Contact Data:

Dealer: GA055 Kia Country of Savannah

Phone: 9129210555 **FAX:** 9126294901

Contact: Christopher Ehmen **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 12/09/2019 10:07:52 ***
Contact = Christopher Ehmen, Priority = Standard, Sub Status = Dispatched

*** 12/09/2019 10:07:53 ***
Web - Problem Description created on 12/09/2019 10:07:52 and created by Christopher Ehmen
COOLANT LEAK AT BACK OF CYLINDER HEAD

*** 12/09/2019 10:07:53 ***
Web - Diagnostics created on 12/09/2019 10:07:53 and created by Christopher Ehmen
VISUAL

*** 12/09/2019 10:10:20 ***
20191209_125218.jpg added by Christopher Ehmen on 12/09/2019 10:10:18

*** 12/09/2019 10:10:22 ***
20191209_125210.jpg added by Christopher Ehmen on 12/09/2019 10:10:21

*** 12/09/2019 12:50:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/09/2019 12:56:04 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the pictures. Please get authorization from the DPSM to remove the head, but after the intake and valve cover are removed, stop and check if any of the head bolts are loose and if any of the threads in the block are damaged. Let me know what you find. Thanks.

*** 12/17/2019 10:38:18 ***
Web - Note created on 12/17/2019 10:38:18 and created by Christopher Ehmen
HAD 3 BOLTS NO WHERE NEAR AS TIGHT AS THE OTHERS. DIDNT PULL THREADS ON BLOCK (SHOCKING I KNOW).
THE 3 BOLTS THAT WERE LOOSE ARE AT THE AREA OF LEAK

*** 12/19/2019 11:19:59 ***
Web - Note created on 12/19/2019 11:19:59 and created by Christopher Ehmen
This engine is just sitting.

*** 12/19/2019 11:20:01 ***
20191219_141846.jpg added by Christopher Ehmen on 12/19/2019 11:19:59

*** Service Alert Escalated to CA as: 13480006 on 12/20/2019 01:04:54 (PST)

*** Web - Advice created on 12/23/2019 06:19:40 and created by Brian Lall ***
1: Sorry for the delay. Can you tighten the 3 bolts to 45lbft or torque or do they just spin? If the block is not waped or damaged, and the threads are good, please replace the head gasket and head bolts and if it is warped or damaged replace the head as well. with DPSM authorization. Thanks.

*** 12/23/2019 06:34:17 ***
Web - Note created on 12/23/2019 06:34:17 and created by Christopher Ehmen
Yeah I went to do a test torque and it started to pull the threads. Its unfortunately going to need a block.

*** 12/23/2019 06:35:37 ***
Web - Note created on 12/23/2019 06:35:37 and created by Christopher Ehmen
Added photo of headbolt

*** 12/23/2019 06:35:40 ***
20191223_093438.jpg added by Christopher Ehmen on 12/23/2019 06:35:38

*** Web - Advice created on 12/23/2019 09:59:57 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the pictures. Based on the information you provided, my recommendation is to replace the engine. I am going to create and authorize a PWA case for engine replacement. Thanks.

*** 12/23/2019 10:00:33 ***
PWA Case created for RA Case 13465203 by Brian Lall

*** 12/23/2019 10:00:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,028

Prod Date: 07/08/2014 **Warranty Start Date:** 10/26/2014

Dealer/Contact Data:

Dealer: VA051 Ourisman Chantilly Kia

Phone: 7032632500 **FAX:** 7032664399

Contact: Shawn Dulany **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/23/2019 11:37:22 ***
Contact = Shawn Dulany, Priority = Standard, Sub Status = Dispatched

*** 12/23/2019 11:37:23 ***
Web - Problem Description created on 12/23/2019 11:37:22 and created by Shawn Dulany
customer states heat goes from hot to cold.performed block check with tool,found exhaust gases present in coolant.

*** 12/23/2019 11:37:23 ***
Web - Diagnostics created on 12/23/2019 11:37:23 and created by Shawn Dulany
performed block check

*** 12/23/2019 13:23:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 12/23/2019 13:24:54 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement

*** 12/24/2019 11:12:29 ***
Web - Note created on 12/24/2019 11:12:29 and created by Shawn Dulany
took valve cover off and applied 50pds of tourqe and the head bolts wont torque down,just spin.stripped head bolts.

*** Web - Advice created on 12/26/2019 07:20:34 and created by Sam Camarillo ***
1: I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/26/2019 07:20:50 ***

PWA Case created for RA Case 13483028 by Sam Camarillo

*** 12/26/2019 07:20:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 107,790

Prod Date: 08/27/2014 **Warranty Start Date:** 09/06/2014

Dealer/Contact Data:

Dealer: GA082 Atlanta West Kia

Phone: 6787155399 **FAX:** 6787155380

Contact: Marcus Smith **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/26/2019 13:08:21 ***
Contact = Marcus Smith, Priority = Standard, Sub Status = Dispatched

*** 12/26/2019 13:08:21 ***
Web - Problem Description created on 12/26/2019 12:53:21 and created by Marcus Smith
customer states heat will not work and that they added a gallon of coolant i checked heat and it would only blow when revving it to about 3000 rpm checked coolant it was low added coolant and it was just blowing back out of the radiator. performed pressure check on the radiator and it failed cylinder 3 and 5 had coolant in them

*** 12/26/2019 13:08:22 ***
Web - Diagnostics created on 12/26/2019 12:53:21 and created by Marcus Smith
test drove added coolant performed compression check

*** 12/27/2019 07:16:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/27/2019 07:19:15 and created by Steven Okimura ***
1: Marcus, try tightening the head bolts, if they fail to tighten and continue to rotate the head bolt threads in the block are damaged and the engine should be replaced.

*** 12/27/2019 09:42:28 ***
Web - Note created on 12/27/2019 09:42:28 and created by Marcus Smith
yes the head bolts keep turning

*** Web - Advice created on 12/27/2019 11:45:06 and created by Steven Okimura ***
1: Based on the information provided the block should be replaced. If the heads are warped they should be replaced, not resurfaced This vehicle is out of warranty by mileage. Thank you.

*** Case has been auto closed by the system on 01/12/2020 01:08:40 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,639

Prod Date: 01/28/2014 **Warranty Start Date:** 03/07/2014

Dealer/Contact Data:

Dealer: AZ042 Martin Swanty Kia

Phone: 9287181000 **FAX:** 9287181001

Contact: Tim Carlson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 12/27/2019 09:11:19 ***
Contact = Tim Carlson, Priority = Standard, Sub Status = Dispatched

*** 12/27/2019 09:11:19 ***
Web - Problem Description created on 12/27/2019 09:08:10 and created by Tim Carlson
Customer states heater quit blowing hot air, then engine overheated.

*** 12/27/2019 09:11:20 ***
Web - Diagnostics created on 12/27/2019 09:08:10 and created by Tim Carlson
Checked vehicle, found very low coolant level, block test FAILED. Inspected engine, found residue build up of long term coolant leak from right head gasket area. Engine oil level OK.

*** 12/27/2019 09:11:21 ***
20191226_144933[1].jpg added by Tim Carlson on 12/27/2019 09:11:20

*** 12/27/2019 09:11:22 ***
20191226_104801[1].jpg added by Tim Carlson on 12/27/2019 09:11:21

*** 12/27/2019 09:11:24 ***
20191227_084935[1].jpg added by Tim Carlson on 12/27/2019 09:11:23

*** 12/27/2019 11:13:39 ***
Web - Note created on 12/27/2019 11:13:39 and created by Tim Carlson
Photos of traces coolant leakages from head gasket and coolant crossover housing attached.

*** 12/27/2019 11:13:40 ***
20191227_120405[1].jpg added by Tim Carlson on 12/27/2019 11:13:39

*** 12/27/2019 11:13:42 ***
20191227_120431[1].jpg added by Tim Carlson on 12/27/2019 11:13:41

*** 12/27/2019 11:53:17 ***
20191227_125149[1].jpg added by Tim Carlson on 12/27/2019 11:53:15

*** 12/27/2019 13:26:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/27/2019 13:29:38 and created by Frank Lusic ***
1: Hello Tim
There have been cases where the treads in the block that are for the head bolts strip out, please remove the cam shafts on the bank that is leaking, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced, Please report your findings

*** 12/27/2019 15:06:39 ***
Web - Note created on 12/27/2019 15:06:39 and created by Tim Carlson
The two head bolts by the leaking head gasket did have stripped threads, see photos.

*** 12/27/2019 15:06:41 ***
20191227_160332[1].jpg added by Tim Carlson on 12/27/2019 15:06:39

*** 12/27/2019 16:07:55 ***
Web - Note created on 12/27/2019 16:07:54 and created by Tim Carlson
One head bolt hole of the left cylinder head was found stripped out in the block.

*** 12/27/2019 16:07:57 ***
20191227_170654[1].jpg added by Tim Carlson on 12/27/2019 16:07:55

*** Web - Advice created on 12/30/2019 06:02:39 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/30/2019 06:02:57 ***
PWA Case 13488479 created by Frank Lusic

*** 12/30/2019 06:03:03 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 117,921

Prod Date: 02/04/2014 **Warranty Start Date:** 07/04/2014

Dealer/Contact Data:

Dealer: KS011 Shawnee Mission Kia

Phone: 9133849100 **FAX:** 9136470026

Contact: Alex Silvers **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 12/30/2019 11:31:22 ***
Contact = Alex Silvers, Priority = Standard, Sub Status = Dispatched

*** 12/30/2019 11:31:22 ***
Web - Problem Description created on 12/30/2019 11:31:22 and created by Alex Silvers
vehicle is consuming coolant and has missfire codes for p0302, p0304 and p0306, removed spark plugs and pressurized coolant system and found that coolant is filling the cylinders on bank 2, suspicion would tell me that the cylinder block head bolts are stripped out. vehicle is gonna need block assy. vehicle is out of warranty.

*** 12/30/2019 11:31:23 ***
Web - Diagnostics created on 12/30/2019 11:31:23 and created by Alex Silvers
pressurized cooling system and found cylinder filling with coolant

*** 12/30/2019 14:35:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** 12/30/2019 14:41:59 ***
PWA has been denied by Juan Vazquez

*** 12/30/2019 14:42:00 ***
Case closed by Juan Vazquez with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 9,764

Prod Date: 01/18/2019 **Warranty Start Date:** 10/05/2019

Dealer/Contact Data:

Dealer: CT027 Danbury Kia

Phone: 2037305737 **FAX:** 2037305727

Contact: Stephen Cassidy **Contact Title:** Shop Foreman **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/06/2020 16:29:07 ***
Contact = Stephen Cassidy, Priority = Standard, Sub Status = Dispatched

*** 01/06/2020 16:29:07 ***
Web - Problem Description created on 01/06/2020 16:29:07 and created by Stephen Cassidy
Coolant smell

*** 01/06/2020 16:29:08 ***
Web - Diagnostics created on 01/06/2020 16:29:08 and created by Stephen Cassidy
Found coolant puking out of exhaust manifold thought the frt cat will send pics thick layer of green crust at the bottom of the exhaust gasket nothing from head gasket

*** 01/06/2020 16:34:41 ***
Web - Note created on 01/06/2020 16:34:41 and created by Stephen Cassidy
Added 4 pics to case

*** 01/06/2020 16:34:43 ***
20200106_115631.jpg added by Stephen Cassidy on 01/06/2020 16:34:42

*** 01/06/2020 16:34:44 ***
20200106_115634.jpg added by Stephen Cassidy on 01/06/2020 16:34:43

*** 01/06/2020 16:34:45 ***
20200106_115656.jpg added by Stephen Cassidy on 01/06/2020 16:34:44

*** 01/06/2020 16:34:46 ***
20200106_115659.jpg added by Stephen Cassidy on 01/06/2020 16:34:45

*** 01/07/2020 06:08:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 01/07/2020 06:16:15 and created by Sam Camarillo ***
1: Tech called in, after reviewing pictures advised to pull manifold off and pressurize system see where coolant is coming from.

*** 01/08/2020 11:45:00 ***
Web - Note created on 01/08/2020 11:45:00 and created by Stephen Cassidy
Removed exhaust manifold and added pics

*** 01/08/2020 11:45:03 ***
157851246263625626263150183808 48.jpg added by Stephen Cassidy on 01/08/2020 11:45:01

*** 01/08/2020 11:45:05 ***
157851250935353664985318804796 97.jpg added by Stephen Cassidy on 01/08/2020 11:45:03

*** 01/08/2020 11:45:08 ***
157851255432610982510375445867 85.jpg added by Stephen Cassidy on 01/08/2020 11:45:06

*** Web - Advice created on 01/08/2020 12:16:20 and created by Sam Camarillo ***
1: Tech called in head appears to be leaking from either porosity or through studs.
I advised to check head bolt torque, see if any of the head bolts spin when you apply 45-50lbs torque. if so we will need to replace engine
.Let me know what you find.

*** 01/17/2020 05:51:04 ***
Web - Note created on 01/17/2020 05:51:04 and created by Stephen Cassidy
Head studs pull threads at 39.5lbft on back head

*** Web - Advice created on 01/17/2020 07:38:11 and created by Sam Camarillo ***
1: I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** Web - Advice created on 01/17/2020 07:38:50 and created by Sam Camarillo ***
1: Please disregard last note, this is the one I should have put:
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/17/2020 07:38:59 ***
PWA has been authorized by Sam Camarillo

*** 01/17/2020 07:38:59 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,309

Prod Date: 08/10/2013 **Warranty Start Date:** 01/10/2014

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Michael Doherty **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA approval

Case History

*** 01/07/2020 15:22:32 ***
Contact = Michael Doherty, Priority = Standard, Sub Status = Dispatched

*** 01/07/2020 15:22:32 ***
Web - Problem Description created on 01/07/2020 13:20:58 and created by Michael Doherty
found coolant leak in bank 1 head. found vehicle overheating.

*** 01/07/2020 15:22:33 ***
Web - Diagnostics created on 01/07/2020 13:20:58 and created by Michael Doherty
Performed pressure test and found coolant leaking from bank 1 headgasket. removed cylinder head and found threads from block came out with head bolt. will need short block.

*** 01/08/2020 08:02:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 01/08/2020 08:04:58 and created by Chris Schang ***
1: Michael,
Thanks for all the information up front.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/08/2020 08:05:02 ***
PWA has been authorized by Chris Schang

*** 01/08/2020 08:05:02 ***
Case closed by Chris Schang with Resolution Code : Faulty Component

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,084

Prod Date: 07/13/2018 **Warranty Start Date:** 02/21/2019

Dealer/Contact Data:

Dealer: CA250 Valley-HI Kia

Phone: 7609550046 **FAX:** 7607804338

Contact: Brian Whisenant **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/06/2020 12:52:42 ***
Contact = Brian Whisenant, Priority = Standard, Sub Status = Dispatched

*** 01/06/2020 12:52:43 ***
Web - Problem Description created on 01/06/2020 12:52:42 and created by Brian Whisenant
customer states after driving on the highway for a while then go to city driving the vehicle overheats.

*** 01/06/2020 12:52:43 ***
Web - Diagnostics created on 01/06/2020 12:52:43 and created by Brian Whisenant
this vehicle has been in for this concern before. cant get it to overheat, coolant was low . filled cooling system up and let vehicle run for about 30 min and turn vehicle off. when
taking the coolant cap off a vacuum is heard and coolant goes down. no leaks

*** Service Alert Escalated to CA as: 13498234 on 01/07/2020 01:06:40 (PST)

*** 01/07/2020 06:38:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/07/2020 06:41:49 and created by Frank Lusic ***
1: Hello Brian
Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings

*** 01/07/2020 08:53:12 ***
Web - Note created on 01/07/2020 08:53:12 and created by Brian Whisenant
failed block test

*** Web - Advice created on 01/07/2020 09:59:21 and created by Frank Lusic ***
1: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond speciation's Please report your findings

*** 01/09/2020 08:13:49 ***
Web - Note created on 01/09/2020 08:13:49 and created by Brian Whisenant
checked head bolts. found bolts loose and will not tighten.just spins

*** Web - Advice created on 01/09/2020 09:16:30 and created by Frank Lusic ***
1: I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/09/2020 09:16:48 ***
PWA Case created for RA Case 13497675 by Frank Lusic

*** 01/09/2020 09:16:48 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,840

Prod Date: 09/05/2013 **Warranty Start Date:** 11/17/2013

Dealer/Contact Data:

Dealer: OR007 Kiefer Kia

Phone: 5413020909 **FAX:** 5413498188

Contact: Chris Winger **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Cooling Fan (Mechanical)

Resolution: PWA Authorized

Case History

*** 01/08/2020 11:53:58 ***
Contact = Chris Winger, Priority = Standard, Sub Status = Dispatched

*** 01/08/2020 11:53:58 ***
Web - Problem Description created on 01/08/2020 11:53:23 and created by Chris Winger
External coolant leak found on LH bank near the rear of the head. Found headbolt threads had been pulled out of the block. Replaced shortblock assembly under customer pay - NOT WARRANTY for a coolant leak. After building the remanufactured short block, engine had no oil pressure. Pulled the oil filter and found excessive debris that appears to have come in the new engine as the original replacement was NOT for a catastrophic failure.

*** 01/08/2020 11:53:58 ***
Web - Diagnostics created on 01/08/2020 11:53:23 and created by Chris Winger
Verified proper operation of oil pressure sending switch. test ok. pulled oil filter and found excessive metal debris in filter and housing.

*** 01/08/2020 11:53:59 ***
IMG_6325.jpg added by Chris Winger on 01/08/2020 11:53:59

*** Service Alert Escalated to CA as: 13502108 on 01/09/2020 01:06:33 (PST)

*** 01/09/2020 07:04:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/09/2020 07:10:03 and created by Eric Patterson ***
1: Were the heads sent out to the machine shop?
Was the oil pump replaced?

Thank you for the attachment added to the case. I see the metal debris.

2: So the vehicle has not left since the engine was replaced just double checking.
Also this is a new repair order number correct?

*** Phone - Advice created on 01/09/2020 09:10:46 and created by Eric Patterson ***
1: Tech has called in.

Oil pump was not replaced due to the vehicle just had a coolant leak.

Also the heads were not sent out due to the heads had no metal inside. There were no oil pressure concerns or metal found in the pan at all.

Thank you for the information, just making sure.

Tech will add the picture of the serial number to the case. The blue re-man tag is missing.
2: New oil pump has been ordered and the heads have now been sent out due to the metal now found in the engine.
3: Once the picture is added I will create the reman PWA case for the engine replacement. Thanks Chris

*** 01/09/2020 09:27:36 ***
IMG_6398.MOV added by Chris Winger on 01/09/2020 09:27:34

*** Web - Advice created on 01/09/2020 15:02:19 and created by Eric Patterson ***
1: Thank you Chris
2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/09/2020 15:02:31 ***
PWA Case created for RA Case 13501402 by Eric Patterson

*** 01/09/2020 15:02:31 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 95,370

Prod Date: 05/16/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 **FAX:** 3012790985

Contact: Joshua Kozlowski **Contact Title:** Parts and Service Director **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/13/2020 13:12:39 ***
Contact = Joshua Kozlowski, Priority = Standard, Sub Status = Dispatched

*** 01/13/2020 13:12:39 ***
Web - Problem Description created on 01/13/2020 13:12:39 and created by Joshua Kozlowski
customer states heat not working

*** 01/13/2020 13:12:39 ***
Web - Diagnostics created on 01/13/2020 13:12:39 and created by Joshua Kozlowski
coolant leaking cylinder head gasket area

*** 01/13/2020 13:32:36 ***
157895071459311226126193858482 88.jpg added by sergio vargas on 01/13/2020 13:32:35

*** 01/13/2020 13:32:37 ***
157895088935717329834378768336 62.jpg added by sergio vargas on 01/13/2020 13:32:36

*** 01/13/2020 13:32:40 ***
157895111155643766425405400513 7.jpg added by sergio vargas on 01/13/2020 13:32:38

*** 01/13/2020 16:12:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/13/2020 16:23:04 and created by George Hall ***
1:
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 01/14/2020 05:57:22 ***
157901010183517765682382040689 46.jpg added by sergio vargas on 01/14/2020 05:57:20

*** 01/14/2020 05:57:25 ***
157901017862682085821084090391 07.jpg added by sergio vargas on 01/14/2020 05:57:23

*** 01/14/2020 05:58:30 ***
Web - Note created on 01/14/2020 05:58:29 and created by sergio vargas
The OCV is clean no metal

*** 01/14/2020 05:59:12 ***
Web - Note created on 01/14/2020 05:59:12 and created by sergio vargas
Add. pictures

*** Phone - Advice created on 01/14/2020 06:19:29 and created by Tony Thomas ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/14/2020 06:19:41 ***
PWA has been authorized by Tony Thomas

*** 01/14/2020 06:19:42 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,899

Prod Date: 04/03/2013 **Warranty Start Date:** 04/24/2013

Dealer/Contact Data:

Dealer: MD036 Timbrook Kia

Phone: 3017222511 **FAX:** 3017244156

Contact: Darrell Scott **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# leaking from head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 01/14/2020 07:32:45 ***
Contact = Darrell Scott, Priority = Standard, Sub Status = Dispatched

*** 01/14/2020 07:32:45 ***
Web - Problem Description created on 01/14/2020 07:29:19 and created by Darrell Scott
customer states rear head gasket leaking

*** 01/14/2020 07:32:45 ***
Web - Diagnostics created on 01/14/2020 07:29:19 and created by Darrell Scott
pressure tested cooling system confirmed leak at rear cylinder head.

my question is i received this vehicle and disassembled it after verification of leak it wasnt under warranty due to not first owner and over 60k. now i have found out that there is an issue with head bolt holes pulling treads (no puled threads at the time of disassembly). when i reassemble this IF THE THREADS PULL from the block what is kia s stand if any on this known issue. should i attempt a strength test prior to assemble to confirm bolt hole integrity. the goal here is to not have to contact the customer with bad news stateing the block need replaced. there was a tech case opened on this at freedom kia for oil in the coolant which is the direct result of the rear cylinder head leakage.

*** 01/14/2020 10:35:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/14/2020 10:42:06 and created by Brian Lall ***
1: Darrell, I understand your concern. There is no associated warranty extension for this concern. If when you are assembling the engine one or more of the head bolts will not tighten as designed due to the threads in the block, then the block will need to be replaced. I know this vehicle is no longer under warranty but it appears to be a CPO vehicle so you would need authorization through the CPO warranty company. Thanks.

*** Service Alert Escalated to CA as: 13509568 on 01/15/2020 01:07:02 (PST)

*** Case has been auto closed by the system on 01/30/2020 01:11:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,834

Prod Date: 09/06/2014 **Warranty Start Date:** 11/29/2014

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Nghia Tran **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/15/2020 15:08:05 ***
Contact = Nghia Tran, Priority = Standard, Sub Status = Dispatched

*** 01/15/2020 15:08:05 ***
Web - Problem Description created on 01/15/2020 14:58:13 and created by Nghia Tran
tow in overheated, check system very low in radiator, pressure check found leak to exhaust bank 1 cylinder 3,also lot of bubble got in to coolant reservoir, run compression test ,#1 185, #2 180, #3120, #4 180, #5 150, #6 180, perform leak down test in #3 cylinder found coolant in radiator raise and leak out, remove bank 1 cam shafts to check torque of head bolts very loose,try to torque down to test it pull threat out from engine block no longer hold head bolts in #3 and 5 cylinders

*** 01/15/2020 15:08:05 ***
Web - Diagnostics created on 01/15/2020 15:08:05 and created by Siebel eSupport
run compression test found #3 cylinder very low and bubble got in to coolant reservoir, perform leak down test found coolant raise in radiator ,40+% leak remove bank 1 both cams to test head bolts torque ,very loose in #3 and #5 cylinders try to tight down found #3 and #5 exhaust side block threats came out with bolts

*** Service Alert Escalated to CA as: 13511267 on 01/16/2020 01:05:31 (PST)

*** 01/16/2020 06:28:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/16/2020 06:31:23 and created by Frank Lusic ***
1: Hello Nghia
I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector

backup ring & injector washer seal. Refer to ENG083.

*** Web - Advice created on 01/16/2020 06:33:54 and created by Frank Lusic ***
1: I just noticed that the warranty box is not checked so I cannot approve the engine replacement

*** Web - Advice created on 01/16/2020 06:39:18 and created by Frank Lusic ***
1: I will have my manager review the case

*** Web - Advice created on 01/16/2020 06:43:08 and created by Frank Lusic ***
1: the standard power train warranty coverage is up by time
BUT the CPO warranty coverage may be in effect

*** Case has been auto closed by the system on 02/01/2020 01:13:33 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,156

Prod Date: 11/06/2014 **Warranty Start Date:** 04/30/2015

Dealer/Contact Data:

Dealer: MD058 Darcars Kia of Frederick

Phone: 3016961200 **FAX:** 3016962014

Contact: Chad Darr **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Prior Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/17/2020 05:56:14 ***
Contact = Chad Darr, Priority = Standard, Sub Status = Dispatched

*** 01/17/2020 05:56:14 ***
Web - Problem Description created on 01/17/2020 05:56:14 and created by Chad Darr
C/s no start tow in

*** 01/17/2020 05:56:14 ***
Web - Diagnostics created on 01/17/2020 05:56:14 and created by Chad Darr
Greetings, we are taking in a bunch of engines from another dealer that could not complete work in a timely fashion
ENGINE has been sitting for I would assume multiple months considering rust on cams has built up substantially.
It appears there has been a techline case opened on this VEHICLE in September, NEED PWA for multiple non-normal parts such as cams, springs, essentially rebuilding entire r/h head due to rust and corrosion build up. Attached are photos, crank is indeed seized and they have r/h bank rocker cover off.

*** 01/17/2020 05:56:16 ***
20200117_085317.jpg added by Chad Darr on 01/17/2020 05:56:14

*** 01/17/2020 05:56:18 ***
20200117_085342.jpg added by Chad Darr on 01/17/2020 05:56:16

*** 01/17/2020 05:56:19 ***
20200117_085355.jpg added by Chad Darr on 01/17/2020 05:56:18

*** 01/17/2020 05:57:41 ***
Web - Note created on 01/17/2020 05:57:41 and created by Chad Darr
Please advise on correct steps needed to move forward.
This is our first time taking in SOMETHING such as this.
Thanks

*** 01/17/2020 06:46:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/17/2020 07:10:52 and created by Jerry Gossling ***
1: Chad,
From what I can tell this vehicle originally had an overheating issue due to the head bolts.
Pleas provide a video of the vin # and of you attempting to tighten down the head bolts.
I need to clearly see the head bolts will not retain torque.

NOTE, as for the rusted components, I recommend to thoroughly clean the components with WD40 and a shop towel. If this does not work you can use zero grid steel wool, But you must make sure the components are thoroughly cleaned when done so the steel wool does not contaminated the new short block or any other parts.
Thank you

*** 01/17/2020 08:17:14 ***
Web - Note created on 01/17/2020 08:17:14 and created by Chad Darr
Video attached, only one bolt LOSES torque. Others are ok.

*** 01/17/2020 08:17:58 ***
20200117_111038.mp4 added by Chad Darr on 01/17/2020 08:17:15

*** Web - Advice created on 01/17/2020 08:37:31 and created by Jerry Gossling ***
1: Chad,
You have validated the warranty. Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you,

*** 01/17/2020 08:37:36 ***
PWA has been authorized by Jerry Gossling

*** 01/17/2020 08:37:36 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

*** 01/23/2020 11:13:15 ***
Case Number: XXXXXXXX Reopen Requested by Chad Darr.
Reason: [Need additional parts for ENGINE REPLACEMENT.]

*** 01/23/2020 12:02:45 ***
Reopen Denied by Jerry Gossling
Reason: Chad, Tech line does not reopen PWA cases. Refer to Pitstop 539. Thank you

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,736

Prod Date: 05/23/2013 **Warranty Start Date:** 07/30/2013

Dealer/Contact Data:

Dealer: FL145 Kia of Orange Park

Phone: 9047716078 **FAX:** 9047713623

Contact: Jarrod Pannell **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/18/2020 08:49:42 ***
Contact = Jarrod Pannell, Priority = Standard, Sub Status = Dispatched

*** 01/18/2020 08:49:42 ***
Web - Problem Description created on 01/18/2020 08:45:23 and created by Jarrod Pannell
customer states vehicle overheating, oil & coolant levels low upon arrival. white smoke out tailpipe. coolant leak down backside of engine, coming from between head & block. will attach picture soon. used pressure tester at 16psi, leaked 5-6psi in 2-3 mins. also used block tester, failed test by fluid turning from blue to green. found aftermarket radiator & cooling fan installed in vehicle, cooling fan operates. thermostat operates as designed. advise?

*** 01/18/2020 08:49:43 ***
Web - Diagnostics created on 01/18/2020 08:49:43 and created by Siebel eSupport
kds

*** 01/18/2020 08:52:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/18/2020 08:56:14 and created by Tony Thomas ***
1: If proper maintenance and warranty are validated, I recommend that you pull the heads for further inspection and repairs. You are a DSA A status dealer and no Techline PWA is required.

*** Service Alert Escalated to CA as: 13525630 on 01/28/2020 01:05:04 (PST)

*** 01/31/2020 12:49:53 ***
Web - Note created on 01/31/2020 12:49:53 and created by clovis smith
Cylinder heads removed and check with a flat iron both heads are flat also check engine block looks flat as well,upon removing cylinder head bolts found a couple bolts below torque specs and that was the area where the coolant leak was advise?

*** Web - Advice created on 01/31/2020 12:57:41 and created by Tony Thomas ***
1: Please torque check the head bolt and verify they do not pull the threads from the block. Torque to yield bolts are already stretched so you would torque test at approx. 75 lbs.

*** 02/04/2020 11:32:47 ***
Web - Note created on 02/04/2020 11:32:47 and created by Will Hoffay
Attempt to perform torque check on head bolts was unable to do so threads started to separated from engine block.

*** Web - Advice created on 02/04/2020 11:58:30 and created by Tony Thomas ***
1: Based on the information provided, you are authorized to replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: You are a DSA A status dealer and no Techline PWA is required.

*** Case has been auto closed by the system on 02/20/2020 01:06:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,249

Prod Date: 06/11/2013 **Warranty Start Date:** 07/17/2013

Dealer/Contact Data:

Dealer: CA175 Future Kia

Phone: 5592946300 **FAX:** 5592910798

Contact: VIDAL CUEVAS **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Damage - General # Threads in block damaged - Case for Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 01/14/2020 09:23:42 ***
Contact = VIDAL CUEVAS, Priority = Standard, Sub Status = Dispatched

*** 01/14/2020 09:23:42 ***
Web - Problem Description created on 01/14/2020 09:11:14 and created by VIDAL CUEVAS
Found stripped block hole on both banks

*** 01/14/2020 09:23:42 ***
Web - Diagnostics created on 01/14/2020 09:11:15 and created by VIDAL CUEVAS
While torquing cylinder head bolts, performed 3rd step of torque sequence bolt spun freely and will no longer hold torque

*** 01/14/2020 13:21:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/14/2020 13:23:23 and created by Brian Lall ***
1: Vidal, thanks for letting me know what you found. Please take pictures or a video showing that the bolts will not torque to spec or showing that the threads are damaged in the block and attach them to the case. Thanks.

*** Service Alert Escalated to CA as: 13509591 on 01/15/2020 01:07:02 (PST)

*** 01/17/2020 15:27:29 ***
20200117_152406.mp4 added by Daniel Martinez on 01/17/2020 15:27:12

*** Web - Advice created on 01/20/2020 11:12:35 and created by Brian Lall ***
1: Thanks for the video. Based on the information you provided, my recommendation is to replace the engine and to retest. I am creating and authorizing the PWA case for you.

*** 01/20/2020 11:13:09 ***

PWA Case created for RA Case 13508505 by Brian Lall

*** 01/20/2020 11:13:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,356

Prod Date: 09/04/2013 **Warranty Start Date:** 12/06/2013

Dealer/Contact Data:

Dealer: GA089 Ed Voyles Kia of Chamblee

Phone: 7702347800 **FAX:** 7707011633

Contact: Matthew Guy **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 01/23/2020 10:41:58 ***
Contact = Matthew Guy, Priority = Standard, Sub Status = Dispatched

*** 01/23/2020 10:41:58 ***
Web - Problem Description created on 01/23/2020 10:41:58 and created by Matthew Guy
Customer states vehicle is overheating.

*** 01/23/2020 10:41:59 ***
Web - Diagnostics created on 01/23/2020 10:41:59 and created by Matthew Guy
Confirmed customer concern, found radiator hoses swollen and oil and coolant leaking from rear bank head gasket. Pic attached. Performed cylinder block test with hydrocarbon tester and found exhaust gasses in radiator. Found no coolant or oil in engine. Found no sign of outside influence that would've caused overheating condition.

*** 01/23/2020 10:42:00 ***
image.jpg added by Matthew Guy on 01/23/2020 10:41:59

*** 01/23/2020 11:41:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 01/23/2020 11:45:27 and created by Jay Jurado ***
1: Can you attach a photo of the valvetrain, and check to see if any of the head bolt threads have pulled out of the block?

*** 01/25/2020 06:45:51 ***
Web - Note created on 01/25/2020 06:45:50 and created by Matthew Guy
Found exhaust side cylinder head bolt loose and will not tighten.

*** 01/25/2020 06:45:53 ***
4EBCABBA-D4BA-4B40-A8C7-2C5672B084A3.jpeg added by Matthew Guy on 01/25/2020 06:45:51

*** Web - Advice created on 01/27/2020 07:02:11 and created by Jay Jurado ***

1: Warranty is requesting a video demonstrating the exhaust side head bolts are unable to be torqued down with the VIN. *This case is a legal document.

*** 01/28/2020 06:30:01 ***
IMG_1953.MOV added by Matthew Guy on 01/28/2020 06:29:48

*** Web - Advice created on 01/28/2020 06:37:18 and created by Jay Jurado ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Seibel now auto generates the PWA core form for you. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/28/2020 06:37:25 ***
PWA has been authorized by Jay Jurado

*** 01/28/2020 06:37:25 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,656

Prod Date: 02/18/2014 **Warranty Start Date:** 07/26/2014

Dealer/Contact Data:

Dealer: PA101 Matthews Kia of Blakely

Phone: 5703823297 **FAX:** 5703823361

Contact: Philip Bodtmann Jr **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Damage - General # oil in cooling system - Case for Warranty

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 01/20/2020 11:39:16 ***
Contact = Philip Bodtmann Jr, Priority = Standard, Sub Status = Dispatched

*** 01/20/2020 11:39:17 ***
Web - Problem Description created on 01/20/2020 11:39:16 and created by Philip Bodtmann Jr
customer states oil leaking from vehicle.

*** 01/20/2020 11:39:17 ***
Web - Diagnostics created on 01/20/2020 11:39:17 and created by Philip Bodtmann Jr
VERIFIED CUSTOMERS CONCERN AND FOUND ALOT OF OIL LEAKING FROM COOLANT RESERVOIR..... OIL/COOLANT MIXED THROUGHOUT SYSTEMS

*** 01/20/2020 11:39:18 ***
20200120_141751[1].jpg added by Philip Bodtmann Jr on 01/20/2020 11:39:17

*** 01/20/2020 13:49:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/20/2020 13:52:49 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the picture. What is the engine oil and transmission fluid level?

*** 01/20/2020 14:10:14 ***
Web - Note created on 01/20/2020 14:10:14 and created by Philip Bodtmann Jr
OIL LEVEL IS LOW AND TRANSMISSION FLUID IS AT CORRECT LEVEL

*** Web - Advice created on 01/21/2020 10:39:40 and created by Brian Lall ***
1: There is no oil cooler on this engine and no common place the oil can mix. My recommendation is to contact the DPSM for authorization to remove the heads and to inspect the heads, head gaskets, block, and all cooling systetm hoses for damage. If you find the head bolts are loose or the block threads are damaged stop and update the case with pictures or videos showing what you found. Thanks.

*** 01/23/2020 12:08:56 ***
Web - Note created on 01/23/2020 12:08:56 and created by Brian Korodan
STRIPPED ENGINE DOWN TO HEADS CHECKED TORQUE ON BOLTS FOUND 1 HEAD BOLT STRIPPED WHAT ENGINE/ COOLANT COMPONENTS NEED TO BE REPLACED WITH REPAIR

*** 01/23/2020 12:09:17 ***
20200123_145938[1].mp4 added by Brian Korodan on 01/23/2020 12:08:56

*** Web - Advice created on 01/24/2020 08:18:10 and created by Brian Lall ***
1: Thanks for the video, I was able to verify the concern. Based on the informatinon provided, my recommendation is to replace the engine following normal service procedures. I am going to create and authorize a PWA case for you. You will need to replace the water pump, thermostat, any hoses that are swollen or damaged from the oil, and completely clean and flush (or if they cannot be cleaned replace them) the heater core, radiator, coolant reservoir, and any hoses or pipes that are not replaced.

*** 01/24/2020 08:19:42 ***
PWA Case created for RA Case 13515368 by Brian Lall

*** 01/24/2020 08:19:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/25/2020 05:08:43 ***
Case Number: XXXXXXXX Reopen Requested by Philip Bodtmann Jr.
Reason: [only short block engines are available...should cylinder heads and balance shaft be replaced as well.]

*** 01/27/2020 05:49:39 ***
Reopen Denied by Brian Lall
Reason: Please follow PS539, the oil pump should always be replacec with an engine but the heads should be cleaned and reused if not damaged or if they are warped, damaged, or cannot be cleaned, replace them

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,189

Prod Date: 06/25/2014 **Warranty Start Date:** 09/17/2014

Dealer/Contact Data:

Dealer: IA004 Witham Kia

Phone: 3192344200 **FAX:** 3192358983

Contact: Aaron Mathenia **Contact Title:** Dual Technician **Service District:** CE10

Case Details:

Case Title: Duplicate - WEB Case # 13342810

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Duplicate - WEB Case #

Case History

*** 01/24/2020 09:02:55 ***
Contact = Aaron Mathenia, Priority = Standard, Sub Status = Dispatched

*** 01/24/2020 09:02:55 ***
Web - Problem Description created on 01/24/2020 08:25:49 and created by Aaron Mathenia
Customer states check engine light comes off and on. NOISE AT START-UP.

*** 01/24/2020 09:02:55 ***
Web - Diagnostics created on 01/24/2020 08:25:49 and created by Aaron Mathenia
Verified noise. Pulled code and found p0014, Referred to tsb eng 046. .removed intake and surge tank to gain access to exhaust occv. When removing lower intake coolant was found inside of rh most forward bolt hole, and along head gasket/block line.
Occv valve has small debris. seemed to clean up okay. Test okay for resistance.
Seen in history this repair was done before for same code {p0014} but used a new solenoid.
This was approximately 5k miles ago.
Found tsb eng 148 for the noise i heard at start up.
Are these two issues related or separate concerns?
Not sure of direction of repair.

*** 01/24/2020 09:09:58 ***
20200124_110431.jpg added by Aaron Mathenia on 01/24/2020 09:09:56

*** 01/24/2020 09:10:00 ***
20200124_104226.jpg added by Aaron Mathenia on 01/24/2020 09:09:59

*** 01/24/2020 09:10:01 ***
20200124_104138.jpg added by Aaron Mathenia on 01/24/2020 09:10:00

*** 01/24/2020 09:10:03 ***
20200124_104152.jpg added by Aaron Mathenia on 01/24/2020 09:10:02

*** 01/24/2020 09:10:05 ***
15798856467237587176538725798O2.jpg added by Aaron Mathenia on 01/24/2020 09:10:03

*** 01/24/2020 09:10:06 ***
15798857460368305649308210504661.jpg added by Aaron Mathenia on 01/24/2020 09:10:05

*** 01/24/2020 10:01:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/24/2020 10:06:05 and created by Tony Thomas ***
1: Duplicate - WEB Case # 13342810

*** 01/24/2020 10:11:52 ***
Case closed by Tony Thomas with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate - WEB Case # 13342810

*** Service Alert Escalated to CA as: 13523175 on 01/25/2020 01:06:26 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,496

Prod Date: 10/23/2014 **Warranty Start Date:** 11/12/2014

Dealer/Contact Data:

Dealer: MA020 Ron Bouchard Kia

Phone: 9783451800 **FAX:** 9784012142

Contact: TIMOTHY RODGERS **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: engine

Case History

*** 01/24/2020 10:41:45 ***
Contact = TIMOTHY RODGERS, Priority = Standard, Sub Status = Dispatched

*** 01/24/2020 10:41:45 ***
Web - Problem Description created on 01/24/2020 10:41:45 and created by TIMOTHY RODGERS
Engine keeps losing coolant. no overheating. the customer complains that they have no heat in the car.

*** 01/24/2020 10:41:46 ***
Web - Diagnostics created on 01/24/2020 10:41:45 and created by TIMOTHY RODGERS
found coolant leaking on bank 1 head gasket. performed block test and the fluid did not turn yellow. engine is running normal. Im curious if i should just replace the head gasket.

*** 01/24/2020 11:04:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 01/24/2020 11:05:38 and created by Jay Jurado ***
1: Recommend replacing the head gasket at this time.

*** 01/27/2020 06:18:50 ***
Web - Note created on 01/27/2020 06:18:50 and created by TIMOTHY RODGERS
I removed the head bolts and a few of them were already loos.e the threads pulled out with one of the bolts.

*** 01/27/2020 06:18:53 ***
158013466347049796949652708038 5.jpg added by TIMOTHY RODGERS on 01/27/2020 06:18:51

*** Web - Advice created on 01/27/2020 07:04:35 and created by Jay Jurado ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Seibel now auto generates the PWA core form for you. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/27/2020 07:05:01 ***
PWA has been authorized by Jay Jurado

*** 01/27/2020 07:05:01 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,423

Prod Date: 03/02/2018 **Warranty Start Date:** 04/26/2018

Dealer/Contact Data:

Dealer: NY138 F.X. Caprara Kia

Phone: 3157885427 **FAX:** 3157884054

Contact: Matthew Strader **Contact Title:** Dual Technician **Service District:** EA11

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 01/29/2020 11:23:38 ***
Contact = Matthew Strader, Priority = Standard, Sub Status = Dispatched

*** 01/29/2020 11:23:38 ***
Web - Problem Description created on 01/29/2020 11:23:38 and created by Matthew Strader
Mixed coolant and oil, no oil pressure.

*** 01/29/2020 11:23:39 ***
Web - Diagnostics created on 01/29/2020 11:23:39 and created by Matthew Strader
Vehicle came in on 12/28/19 with a coolant leak. Found coolant leaking from LH cylinder head. Oil and coolant were not mixing and no drivability issues were present. After replacing cylinder head, oil pressure will not build at idle. Coolant and oil is mixing. Performed compression test. Compression built to 180 on cylinders 2,4, and 6. After 5 revolutions during the compression test, cylinders 4 and 6 had 180 psi, while cylinder 2 would only build to 150 after 5 revolutions. Original coolant leak was on cylinder 6. I did not remove the RH cylinder head while performing repairs. I did not find any issues with the engine block when I removed the head.

*** 01/29/2020 13:35:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/29/2020 13:40:19 and created by Frank Lusic ***
1: Hello Matthew
If I under stand you correctly after the bank 1 head was replaced there is low oil pressure and oil is mixing with the coolant , is that correct?

*** 01/29/2020 14:30:17 ***
Web - Note created on 01/29/2020 14:30:17 and created by Matthew Strader
Yes. I am assuming either a faulty head or gasket. I removed the timing cover after and resealed and replaced all gaskets and o rings on the timing cover again to be positive leak was not from any seals on the timing cover.

*** Web - Advice created on 01/29/2020 14:40:55 and created by Frank Lusic ***

1: I just tried calling you, I am leaving in a few minutes , call me in the morning

*** Service Alert Escalated to CA as: 13529090 on 01/30/2020 01:05:12 (PST)

*** Phone - Advice created on 02/04/2020 12:12:46 and created by Eric Patterson ***
1: Tech has replaced the Bank 2 cylinder head.

Tech is having issues with compression with #2

Cylinders 4,6 came to 180 in 5 strokes
Cylinder 2 came up to 180 but 6 strokes.

Coolant is definitely going into the engine oil some how. Please pressure check the cooling system and see if coolant lands in the cylinder . please use a borescope and let the Agent know. thank you again.

*** Web - Advice created on 02/04/2020 12:57:32 and created by Frank Lusic ***
1: I am back please call me

*** 02/05/2020 06:58:38 ***
Web - Note created on 02/05/2020 06:58:38 and created by Matthew Strader
I will call again later if needed, but it seems that there is no coolant leak. I left 16 psi of pressure on the system for 30 minutes and there were no drops in pressure. I flushed the oil again and it is not a milky color. I still can not build oil pressure at idle. Maybe the oil pump is faulty? I did not take the timing chain off the oil pump so it should not be off timing.

*** Web - Advice created on 02/05/2020 07:14:37 and created by Frank Lusic ***
1: please call me

*** Web - Advice created on 02/05/2020 07:15:32 and created by Frank Lusic ***
<For Internal Use Only
only one head removed ? possible engine issue>

*** Web - Advice created on 02/05/2020 09:58:31 and created by Frank Lusic ***
1: Matthew called in and we discussed the case and what occurred before and after the engine was repaired , My concern is that the rear head was not removed and I am concerned that there may be an issue with the threads in the block for the head bolts
1, the engine still does not have oil pressure at idle and is making a rattle at idle
2, the coolant that was in the engine after is was running for a time may have damaged internal engine components
Based on all of these item I believe that the engine should be replaced

2: I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/05/2020 09:59:12 ***
PWA Case 13537282 created by Frank Lusic

*** 02/05/2020 09:59:14 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,893

Prod Date: 06/14/2018 **Warranty Start Date:** 07/09/2018

Dealer/Contact Data:

Dealer: ID015 Kendall Kia

Phone: 2084677000 **FAX:** 2082493701

Contact: Jason Church **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/26/2019 14:22:54 ***
Contact = Daniel Frazee, Priority = Standard, Sub Status = Dispatched

*** 11/26/2019 14:22:54 ***
Web - Problem Description created on 11/26/2019 14:22:54 and created by Daniel Frazee
check engine light is on. retrieved dtcs p001400, p000a00, p000b00.

*** 11/26/2019 14:22:55 ***
Web - Diagnostics created on 11/26/2019 14:22:55 and created by Daniel Frazee
viewed current data per kgis. bank 1 cam not in spec. found that vehicle has been worked on for this concern several times since cylinder heads were replaced. suspect camshaft is out of time? also found abnormal noise from bank 2 valvetrain

*** Service Alert Escalated to CA as: 13451769 on 11/27/2019 01:05:15 (PST)

*** 11/27/2019 06:35:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/27/2019 06:42:45 and created by Tony Thomas ***
1: Evergreen Kia put heads on it last year for overheating. No mention of cam codes or repairs for this concern. Please perform the mechanical inspections and report you findings.

*** 11/27/2019 08:24:36 ***
Web - Note created on 11/27/2019 08:24:36 and created by Daniel Frazee
correct. evergreen kia put heads on it. but since that repair, it has been to two other dealerships besides ours for camshaft codes as seen in web dcs.

*** Web - Advice created on 11/27/2019 08:26:59 and created by Tony Thomas ***
1: Understood Daniel. Let me know what you find with your mechanical inspections. Thanks.

*** 11/27/2019 08:29:33 ***
Web - Note created on 11/27/2019 08:29:33 and created by Daniel Frazee
thank you will update you asap

*** Web - Advice created on 11/27/2019 08:31:19 and created by Tony Thomas ***
1: Thank you.

*** 11/27/2019 12:48:24 ***
Web - Note created on 11/27/2019 12:48:24 and created by Daniel Frazee
update: i removed valve covers to check timing, and it looks to me like the exhaust cam on bank 1 is slightly out of time (mark does not quite line up on cylinder head). can i remove the front cover so that i can reset timing?

*** Web - Advice created on 11/27/2019 13:29:40 and created by Tony Thomas ***
1: Remove the cover and match the colored links on the chain with the marks on the gears. Do not use the reference marks.

*** 11/27/2019 13:44:08 ***
Web - Note created on 11/27/2019 13:44:08 and created by Daniel Frazee
thank you. also is there a way you can look and tell me if the timing chains, camshafts, and tensioners were replaced when heads were replaced?

*** Web - Advice created on 11/27/2019 13:55:15 and created by Tony Thomas ***
1: Thermostat, 2 heads, 16 head bolts, a gasket kit and oil and filter are the only listing in the warranty history so I do not believe so. I would probably not replace chains and guides at 17K miles.

*** 11/27/2019 14:55:26 ***
20191127_155140.jpg added by Daniel Frazee on 11/27/2019 14:55:25

*** 11/27/2019 14:55:29 ***
20191127_155157.jpg added by Daniel Frazee on 11/27/2019 14:55:27

*** 11/27/2019 14:55:31 ***
20191127_155203.jpg added by Daniel Frazee on 11/27/2019 14:55:29

*** 11/27/2019 14:55:34 ***
20191127_155249.jpg added by Daniel Frazee on 11/27/2019 14:55:32

*** 11/27/2019 14:58:26 ***
Web - Note created on 11/27/2019 14:58:25 and created by Daniel Frazee
thank you. if it overheated bad enough to warp heads, i personally would have done chains or requested it due to likeliness of chains stretching. found front cover is leaking after previous repair as noted in uploaded photos.

*** Web - Advice created on 11/29/2019 04:59:57 and created by Tony Thomas ***
1: Thanks for the photos.

*** 11/29/2019 07:57:55 ***
20191129_082552.jpg added by Daniel Frazee on 11/29/2019 07:57:53

*** 11/29/2019 07:57:57 ***
20191129_082525.jpg added by Daniel Frazee on 11/29/2019 07:57:55

*** 11/29/2019 07:58:00 ***
20191129_082421.jpg added by Daniel Frazee on 11/29/2019 07:57:58

*** 11/29/2019 07:58:01 ***
20191129_082358.jpg added by Daniel Frazee on 11/29/2019 07:58:00

*** Web - Advice created on 11/29/2019 08:03:08 and created by Tony Thomas ***
1: I have enough photos Daniel. Please correct the cam timing and test for normal operation. Make sure to remove the

phasers to check for camshaft and dowel pin damage before reassembly. Thanks.

*** 11/29/2019 08:21:21 ***
Web - Note created on 11/29/2019 08:21:21 and created by Daniel Frazee
Tony sorry for all the photos, however dpsm Ralph McGuire requested that i thoroughly document repair and findings in order to get paid for warranty claim due to this being a repeat repair.

*** Web - Advice created on 11/29/2019 08:25:36 and created by Tony Thomas ***
1: Understood Daniel. Please continue with repairs and close the case when the repairs are completed or if no further assistance is needed. Thank you.

*** 11/29/2019 09:25:07 ***
Web - Note created on 11/29/2019 09:25:07 and created by Daniel Frazee
found when removing timing tensioners, that 10mm retaining bolt that threads into block is loose on bank 1 and 2. upon removal of bolts, noted that threads have pulled out of engine block due to previous teck over torquing bolts. how would you like me to proceed?

*** 11/29/2019 09:30:52 ***
20191129_102747.jpg added by Daniel Frazee on 11/29/2019 09:30:50

*** Web - Advice created on 11/29/2019 09:34:31 and created by Tony Thomas ***
1: Looks like someone use a helicoil to try to repair it. Please use a time sert to repair the threads for reassembly. Make sure you use Loctite on the outside of the time sert threads.

*** 12/03/2019 10:21:38 ***
Web - Note created on 12/03/2019 10:21:38 and created by Daniel Frazee
installed time serts in both tensioner bolt holes that were stripped. installed timing chains with colored links aligning with marks on cams and crankshaft sprocket. exhaust cam on bank 1 is still not lining up with cylinder head edge

*** 12/03/2019 10:28:26 ***
20191203_111957.jpg added by Daniel Frazee on 12/03/2019 10:28:25

*** 12/03/2019 10:28:29 ***
20191203_111846.jpg added by Daniel Frazee on 12/03/2019 10:28:27

*** 12/03/2019 10:28:31 ***
20191203_111839.jpg added by Daniel Frazee on 12/03/2019 10:28:30

*** 12/03/2019 10:28:34 ***
20191203_111819.jpg added by Daniel Frazee on 12/03/2019 10:28:32

*** 12/03/2019 10:28:36 ***
20191203_111810.jpg added by Daniel Frazee on 12/03/2019 10:28:34

*** 12/03/2019 10:28:39 ***
20191203_111802.jpg added by Daniel Frazee on 12/03/2019 10:28:37

*** 12/03/2019 10:28:41 ***
20191203_111753.jpg added by Daniel Frazee on 12/03/2019 10:28:39

*** 12/03/2019 10:28:43 ***
20191203_100039.jpg added by Daniel Frazee on 12/03/2019 10:28:41

*** 12/03/2019 10:28:46 ***
20191203_100033.jpg added by Daniel Frazee on 12/03/2019 10:28:44

*** Web - Advice created on 12/03/2019 10:29:32 and created by Tony Thomas ***
1: The marks on the engine are for reference only. The timing is set up correctly by lining up the colored links on the chain with the marks on the gears. When the cam gears are lined up parallel the crank mark is usually off slightly.

*** 12/03/2019 10:41:31 ***
Web - Note created on 12/03/2019 10:41:31 and created by Daniel Frazee
ok if they are just for reference, why do all the other marks line up, and the back camshaft does not? also kgis states that you use these marks to confirm timing after rotating engine two times. nowhere in service procedures does it say that marks are "approximate". suspect timing chains are stretched...

*** Web - Advice created on 12/03/2019 11:06:22 and created by Tony Thomas ***
1: It should not have stretched chains after only 18000 miles but it is possible. If you did use the links for alignment to the marks I think you should proceed with the repair and test for normal operation.

*** Web - Advice created on 12/03/2019 11:22:05 and created by John Nguyen ***
1: Technician called in stating that he thinks that both heads are warped due to engine overheating which also in turn caused the timing chain to stretch. He stated that out of all four of the timing marks the timing chain lined up at 3 of the four marks indicating the possibility of the chain being stretched. I advised technician that Tony will have to look at this case when he returns from lunch.

*** 12/03/2019 11:27:30 ***
Web - Note created on 12/03/2019 11:27:30 and created by Daniel Frazee
i didnt say that i think the heads ARE warped, I said that the heads WERE warped and thats why they were replaced previously, however timing chains were not, and i think that the timing chains are stretched from previous heads warping when engine overheated...

*** Web - Advice created on 12/03/2019 12:50:56 and created by Tony Thomas ***
1: Order new chains and do a side by side comparison by hanging them from the same point to see if they have stretched.

*** 12/10/2019 10:01:17 ***
Web - Note created on 12/10/2019 10:01:17 and created by Daniel Frazee
reset timing. installed new chains due to updated p/n. test drove vehicle, still sputtering under heavy accel. no codes have set yet.

*** Web - Advice created on 12/10/2019 10:10:58 and created by Tony Thomas ***
1: Test fuel quality and alcohol content per Technician Basics TB006. If you do not have the kit, the test can be done with a plastic water bottle and magic marker. For quality, it should have a strong fuel smell, clear yellowish color. Burn a small amount (a few drops) by smearing a few drops into a metal pan and see if you have an oily residue left over.
2: If fuel is okay, take a flight recording of all engine data while duplicating the concern and attach it to this case for review.

*** 12/10/2019 10:48:05 ***
Web - Note created on 12/10/2019 10:48:05 and created by Daniel Frazee
fuel has 8-10% alcohol content

*** Web - Advice created on 12/10/2019 10:56:07 and created by Tony Thomas ***
1: That's a bit high but acceptable. Any residue left over from the burn test?

*** 12/10/2019 11:42:23 ***
Web - Note created on 12/10/2019 11:42:23 and created by Daniel Frazee
no not really any residue that i could tell

*** 12/10/2019 12:32:41 ***
Web - Note created on 12/10/2019 12:32:41 and created by Daniel Frazee
Please see attached

*** 12/10/2019 12:32:42 ***
SORENTO(UMA)_ENGINE_191210-131449.GSR added by Daniel Frazee on 12/10/2019 12:32:41

*** 12/10/2019 12:32:42 ***
SORENTO(UMA)_ENGINE_191210-131233.GSR added by Daniel Frazee on 12/10/2019 12:32:42

*** 12/10/2019 12:32:42 ***
SORENTO(UMA)_ENGINE_191210-130819.GSR added by Daniel Frazee on 12/10/2019 12:32:42

*** Web - Advice created on 12/10/2019 13:04:52 and created by Tony Thomas ***
1: You have a P0079 pending. What am I looking for in the recordings?

*** Web - Advice created on 12/10/2019 13:36:14 and created by Tony Thomas ***
1: Intake cam timing is off on both banks by 50 degrees under load. How was the timing set up?

*** 12/10/2019 13:41:04 ***
Web - Note created on 12/10/2019 13:41:03 and created by Daniel Frazee
correctly

*** 12/10/2019 13:42:24 ***
Web - Note created on 12/10/2019 13:42:24 and created by Daniel Frazee
by aligning the colored links to the marks on cams/ crank

*** 12/10/2019 14:02:18 ***
Web - Note created on 12/10/2019 14:02:18 and created by Daniel Frazee
rotated crank 2x and verified as per kgis

*** Web - Advice created on 12/10/2019 14:09:22 and created by Tony Thomas ***
1: It will need to come back apart to inspect the intake cam phasers and camshafts for damage. With the timing chains in time, the phasers, camshafts, and dowel pins require inspection.

*** Case has been auto closed by the system on 12/26/2019 01:06:39 (PST)
*** 01/16/2020 10:53:51 ***
Case Number: XXXXXXXX Reopen Requested by Jason Church.
Reason: [I am the team lead/shop foreman and I am taking over this case and attempting to correct concern. Previous tech stated that this was beyond his scope. P00A00 P00B00 after vehicle overheated and was repaired at a dealership in another state.]

*** 01/16/2020 10:58:28 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/16/2020 10:58:51 and created by Tony Thomas ***
1: Thanks Jason. Let me know what you find.

*** 01/16/2020 15:31:24 ***
Web - Note created on 01/16/2020 15:31:24 and created by Jason Church
I have torn the engine down and removed both of the bank 1 camshafts and inspected them. The dowel pins were aligned properly. There is some dark spots on the cam journals on the exhaust camshaft, which I'm assuming that that is from it overheating. I have attached a photo for you to see.

*** 01/16/2020 15:31:27 ***
20200116_162311.jpg added by Jason Church on 01/16/2020 15:31:25

*** 01/16/2020 15:39:54 ***
Web - Note created on 01/16/2020 15:39:54 and created by Jason Church
I have attached another photo of some dark marks, these ones are about 180 out from the marks on the journals.

*** 01/16/2020 15:39:57 ***
20200116_163734.jpg added by Jason Church on 01/16/2020 15:39:55

*** Web - Advice created on 01/17/2020 05:08:03 and created by Tony Thomas ***
1: What do the cam journals in the head look like? Looks like they replaced the heads but not the cams?

*** 01/17/2020 06:53:47 ***
Web - Note created on 01/17/2020 06:53:46 and created by Jason Church
They do not have the same discoloration. I have attached photos of the journals

*** 01/17/2020 06:53:49 ***
20200117_075052.jpg added by Jason Church on 01/17/2020 06:53:47

*** 01/17/2020 06:53:52 ***
20200117_075046.jpg added by Jason Church on 01/17/2020 06:53:50

*** 01/17/2020 06:53:55 ***
20200117_075041.jpg added by Jason Church on 01/17/2020 06:53:53

*** Web - Advice created on 01/17/2020 07:01:02 and created by Tony Thomas ***
1: I checked warranty and they only replaced 2 heads, bolts, and gaskets. I recommend cams and CVVTs.

*** 01/17/2020 07:24:50 ***
Web - Note created on 01/17/2020 07:24:50 and created by Jason Church
Okay. All 4 cams or just the 2 on the bank having issues?

*** Web - Advice created on 01/17/2020 07:28:29 and created by Tony Thomas ***
1: All 4.

*** 01/27/2020 08:50:10 ***
Web - Note created on 01/27/2020 08:50:10 and created by Jason Church
Okay, I have replaced all 4 camshafts and CVVTs. I had to replace 7 tappets as they were way too tight (less than 0.30mm). I test drove the vehicle and DTC P001400-bank 1 exhaust timing over advanced, returned as pending. Should I go ahead and replace the exhaust OCV on bank 1?

*** 01/27/2020 08:53:24 ***
Web - Note created on 01/27/2020 08:53:24 and created by Jason Church
Those were 7 exhaust tappets...

*** Web - Advice created on 01/27/2020 08:57:21 and created by Tony Thomas ***
1: If it drives okay, reset the engine adaptive values and perform a test drive with the flight recorder set to DTC trigger.

*** 01/27/2020 14:34:07 ***
Web - Note created on 01/27/2020 14:34:07 and created by Jason Church
I reset the engine adaptive values and test drove vehicle and after a while the engine will start to surge under acceleration. I have attached 2 flight recordings. DTC P00A00 has reset again

*** 01/27/2020 14:34:08 ***
SORENTO(UMA)_ENGINE_200127-150545.GSR added by Jason Church on 01/27/2020 14:34:08

*** 01/27/2020 14:34:09 ***
SORENTO(UMA)_ENGINE_200127-151854.GSR added by Jason Church on 01/27/2020 14:34:09

*** Web - Advice created on 01/28/2020 04:44:04 and created by Tony Thomas ***
1: Bank 1 intake is off by more than 20 degrees in the recording. This appears to be a mechanical problem as the actual timing is moving and cannot keep up with the desired.

*** 01/28/2020 06:43:21 ***
Web - Note created on 01/28/2020 06:43:21 and created by Jason Church
The mechanical timing is not off. The only things that have not been replaced are the intake oil control valves and the exhaust oil control valves. The mechanical timing is not off. If this engine was overheated excessively (it was a rental car after all), who knows if the block got warped and there is an internal oil leak on that back bank or if something is plugging an oil passage. If it is at all possible, would a reman engine be available for replacement?

*** Web - Advice created on 01/28/2020 07:16:11 and created by Tony Thomas ***
1: I am not accusing you of setting the timing up wrong. The actuator controls the mechanical position of the camshaft and in the recording I see the timing not staying with the desired. This system uses a Variable Force Solenoid (VFS) on the intake cams which supplies the engine oil to the cam phaser or cuts the engine oil from the cam phaser in accordance with the ECM PWM (Pulse Width Modulation) control signal, the Cam Phaser which varies the cam phase by using the hydraulic force of

the engine oil. Remove the variable force solenoid to access the OCV plunger and check for debris or sticking plunger. Clean or replace as necessary and test for normal operation.

*** 01/28/2020 15:48:54 ***
Web - Note created on 01/28/2020 15:48:54 and created by Jason Church
When I replaced the camshafts and CVVTs, I inspected the plungers to verify that they moved in and out freely and there was no debris present.

I have just removed the VFS and actuated the VFS to verify that it is actuating properly. I also re-inspected the OCV plungers to make sure that they move freely.

*** Web - Advice created on 01/29/2020 05:37:55 and created by Tony Thomas ***
1: If battery supply voltage is good swap the VSF solenoid and retest.

*** 01/29/2020 11:06:40 ***
Web - Note created on 01/29/2020 11:06:40 and created by Jason Church
I have swapped the variable force solenoids from bank 1 to bank 2 and the scantool data doesn't change.

I did notice that the bank 2 intake camshaft data does not move like bank 1 all the time. Sometimes bank1 will move to 163 deg, and bank 2 will stay at 132 deg. I have attached a screen shot. This data is the same if I swap the vfs' back as well.

Also what I have noticed just now as i have been seeing in the vehicle and watching the cams, is that the oil pressure light comes on and off while idling the engine for a long period. Comes on for 10 seconds and goes back off for 30 seconds

*** 01/29/2020 11:06:41 ***
Screenshot_2020-01-29-11-43-27.png added by Jason Church on 01/29/2020 11:06:41

*** Web - Advice created on 01/29/2020 12:12:47 and created by Tony Thomas ***
1: Based on the information provided, you are authorized to replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 01/29/2020 12:13:27 ***
PWA Case created for RA Case 13451451 by Tony Thomas

*** 01/29/2020 12:13:27 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 50,540

Prod Date: 01/03/2014 **Warranty Start Date:** 05/17/2014

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: David Sanchez **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 01/23/2020 11:41:39 ***
Contact = David Sanchez, Priority = Standard, Sub Status = Dispatched

*** 01/23/2020 11:41:39 ***
Web - Problem Description created on 01/23/2020 11:41:39 and created by David Sanchez
customer states white smoke coming from exhaust. local shop said head gasket is blown

*** 01/23/2020 11:41:39 ***
Web - Diagnostics created on 01/23/2020 11:41:39 and created by David Sanchez
verified white smoke coming from exhaust. found radiator low on coolant. topped off coolant. had vehicle running for approx. 30 min rechecked. found radiator low on coolant again. when I opened radiator cap I can see a lot of exhaust gases coming up and causing coolant to bubble excessively. performed coolant pressure test. No exterior leak found. Believe head gasket is faulty. causing vehicle to burn coolant.

*** 01/23/2020 12:42:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/23/2020 12:48:20 and created by Steven Okimura ***
1: The power train box is not checked indicating its not under warranty, is this correct?

If it is covered, attach proof with the customers name, Inspect spark plugs and determine which cylinders are leaking. Please remove the valve cover and take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photos to the case.
Try torquing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced. If this is the case, attach an engine core data form and I will create a PWA case for you.

*** 01/24/2020 05:07:38 ***
Web - Note created on 01/24/2020 05:07:38 and created by David Sanchez
Hello. we had to contact the customer and get the correct information. customer's name is Diane Kim. When we put that

information in. She does have powertrain warranty.

Should I go ahead and check the things you said?

*** Web - Advice created on 01/24/2020 11:05:31 and created by Steven Okimura ***
1: Attach the copy showing the customer name and that the warranty is valid. Perform the inspections.

*** 01/27/2020 11:17:51 ***
Web - Note created on 01/27/2020 11:17:50 and created by Brad Lieberman
Please see attached DCS

*** 01/27/2020 11:17:51 ***
Diane Kim coverage.pdf added by Brad Lieberman on 01/27/2020 11:17:51

*** Web - Advice created on 01/27/2020 14:06:31 and created by Steven Okimura ***
1: Thank you for the Web DCS report, yes continue with the inspections.

*** 01/28/2020 10:53:58 ***
20200128_133734.jpg added by David Sanchez on 01/28/2020 10:53:57

*** 01/28/2020 10:55:45 ***
Web - Note created on 01/28/2020 10:55:45 and created by David Sanchez
Hello. Uploaded spark plugs cylinder 2, 4, and 6. Also performed compression test found cylinder 2, 4, and 6 all the same at 175 psi.

Checking bank 1 cylinders 1, 3, and 5, next. Will upload spark plug pictures.

*** 01/28/2020 12:36:48 ***
0F9C75B4-E4EB-4B77-AB4C-0F5B87DFE5BB.jpeg added by David Sanchez on 01/28/2020 12:36:47

*** 01/28/2020 12:38:51 ***
Web - Note created on 01/28/2020 12:38:51 and created by David Sanchez
hello. also uploaded spark plugs 1,3, and 5.
While vehicle was still running. found cylinder 5 intermittently misfiring. but not long enough to throw a dtc. I saw it through engine current data. also I saw cylinder 4 misfire but then went away.

*** 01/28/2020 12:39:32 ***
Web - Note created on 01/28/2020 12:39:32 and created by David Sanchez
im going to attatch pictures of the valve trains. both bank1 and bank2

*** 01/28/2020 13:58:57 ***
20200128_165527.jpg added by David Sanchez on 01/28/2020 13:58:56

*** 01/28/2020 13:58:59 ***
20200128_165544.jpg added by David Sanchez on 01/28/2020 13:58:58

*** 01/28/2020 13:59:01 ***
20200128_165618.jpg added by David Sanchez on 01/28/2020 13:59:00

*** 01/28/2020 13:59:20 ***
Web - Note created on 01/28/2020 13:59:20 and created by David Sanchez
Uploaded valve train pics

*** Web - Advice created on 01/28/2020 14:54:53 and created by Steven Okimura ***
1: Thank you for the attachments, report findings of head bolt check.
<For Internal Use Only
vt>

*** 01/28/2020 15:08:45 ***
Web - Note created on 01/28/2020 15:08:45 and created by David Sanchez

For this. I will need to remove timing cover, timing chains, cam shafts, etc., to get access to head bolts. Ok?

*** Web - Advice created on 01/29/2020 04:56:53 and created by Steven Okimura ***
1: Okay, keep me posted.

*** 01/29/2020 10:33:28 ***
Web - Note created on 01/29/2020 10:33:28 and created by David Sanchez
how much foot lbs should I try to tighten the head bolts? to see if they tighten?

*** Web - Advice created on 01/29/2020 11:20:36 and created by Jesse Lancaster ***
1: Tech called to see how many ft lbs he should set his torque wrench to to inspect the head bolts. I advised to review shop information on KGIS and determine based on the specification. .
I would think 60 ft lbs should be sufficient to reveal any damage or threads in the block on the head bolts unable to properly torque to spec.

*** 01/29/2020 11:30:11 ***
Web - Note created on 01/29/2020 11:30:11 and created by David Sanchez
I torqued all cylinder head bolts to 60 ft lbs to inspect. found a total of 4 head bolts that pulled the threads. 4 head bolts would not reach 60 ft lbs. and just keep spinning in the block. 2 head bolts on bank2 on exhaust side. and 2 head bolts on bank1 on exhaust side.
attached video of trying to torque.

*** 01/29/2020 11:38:53 ***
20200129_143218.mp4 added by David Sanchez on 01/29/2020 11:38:00

*** 01/29/2020 14:37:26 ***
PWA Case created for RA Case 13521013 by Steven Okimura

*** 01/29/2020 14:37:26 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 29,621

Prod Date: 09/29/2017 **Warranty Start Date:** 03/21/2018

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Alex Rodriguez **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/30/2020 09:07:32 ***
Contact = Alex Rodriguez, Priority = Standard, Sub Status = Dispatched

*** 01/30/2020 09:07:32 ***
Web - Problem Description created on 01/30/2020 09:07:32 and created by Alex Rodriguez
customer states check engine light illuminated, vehicle was over heating, customer noticed vehicle had no coolant, customer added coolant, drove 20 miles and the coolant reservoir was empty

*** 01/30/2020 09:07:33 ***
Web - Diagnostics created on 01/30/2020 09:07:32 and created by Alex Rodriguez
i verified customer concern. i scanned vehicle for fault codes, i found a active fault code. p0116 coolant temp sensor.i replaced the temp sensor, filled vehicle with coolant. i went on a test drive with it, i pulled it back into the shop and i noticed the coolant reservoir empty again. i did a coolant pressure test, i did not find any visual leaks i checked under the vehicle everything was clean. i decided to check the cylinders with a boroscope and i saw all pistons were wet and glossy. when i pulled the sparked plugs they smelled sweet. i attached a tiny mirror to my boroscope to see the head gasket and coolant is making its way passed the gasket.

*** 01/30/2020 10:03:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/30/2020 10:05:00 and created by Jerry Gossling ***
1: Alex,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Thank you and please list the results.

*** 01/30/2020 12:51:45 ***
Web - Note created on 01/30/2020 12:51:45 and created by Alex Rodriguez
3 head bolts did not hold 60 ft pounds 1 head bolt on bank 1 and 2 head bolts on bank 2

*** Service Alert Escalated to CA as: 13530731 on 01/31/2020 01:05:00 (PST)

*** Web - Advice created on 01/31/2020 06:48:51 and created by Jerry Gossling ***
1: Alex,
Based off of your findings the engine block will require replacement.
I will generate a PWA case for short block replacement.
Thank you

For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 01/31/2020 06:49:07 ***
PWA Case created for RA Case 13529774 by Jerry Gossling

*** 01/31/2020 06:49:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,720

Prod Date: 05/24/2013 **Warranty Start Date:** 08/06/2013

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: David Sanchez **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: MIL - PCM # P0300 - P0302 - P0304 - Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/13/2020 13:40:17 ***
Contact = David Sanchez, Priority = Standard, Sub Status = Dispatched

*** 01/13/2020 13:40:17 ***
Web - Problem Description created on 01/13/2020 13:40:17 and created by David Sanchez
customer states check engine light is on. was on flashing then stayed steady on.

*** 01/13/2020 13:40:18 ***
Web - Diagnostics created on 01/13/2020 13:40:18 and created by David Sanchez
verified concern. found dtc p0302 cylinder 2 misfire. and p0304 cylinder 4 misfire. recommended replacing spark plugs and ignition coils. customer approved. replaced spark plugs and ignition coils on bank 2. cylinder 2,4 and 6. had vehicle driven approx. 40 miles. check engine light returned. same dtc's. p0302 and p0304 misfires. were pending. removed spark plugs. please see attachment. performed compression test. found cylinder 2 has 180 psi. cylinder 4 has 180 psi. cylinder 6 has 180 psi.

*** Service Alert Escalated to CA as: 13507739 on 01/14/2020 01:05:53 (PST)

*** 01/14/2020 07:03:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/14/2020 07:07:23 and created by Jerry Gossling ***
1: David,
Do you have any store freeze frame data?
Does the misfires only occur on cold start up?

NOTE, there's no attachments in the case?
Thank you

*** 01/14/2020 10:06:05 ***
Web - Note created on 01/14/2020 10:06:05 and created by David Sanchez
yes. I will upload freeze frame data. see attachment. and I will also upload the spark plugs pictures.
does not have to be at cold start up. also happens when vehicle warms up.

*** 01/14/2020 10:14:42 ***
Screenshot_20200114-131202.png added by David Sanchez on 01/14/2020 10:14:41

*** 01/14/2020 10:14:42 ***
Screenshot_20200114-131209.png added by David Sanchez on 01/14/2020 10:14:42

*** 01/14/2020 10:19:59 ***
20200113_160057.jpg added by David Sanchez on 01/14/2020 10:19:58

*** 01/14/2020 10:20:01 ***
20200113_160113.jpg added by David Sanchez on 01/14/2020 10:19:59

*** Web - Advice created on 01/14/2020 13:50:13 and created by Jerry Gossling ***
1: David,
Please use a quality bore scope with a mirror to check the tips of the fuel injectors for excessive carbon build up and the back of the intake valves.
Thank you

*** 01/16/2020 09:02:13 ***
Web - Note created on 01/16/2020 09:02:12 and created by David Sanchez
ok. checked cylinder 2 and 4 with boroscope. fuel injectors do not show a lot of carbon. also the intake valves look decent. pressurized coolant system to inspect for faulty head gasket. used boroscope to see the cylinder walls. can see drops of what appears to be coolant seaping through the head gasket. looked around with the boroscope and can see carbon around the top of the cylinder where it meets with the head gasket. but on one side the carbon is completely cleaned off. I suspect faulty head gasket. coolant leaking slightly and cleaning that side of the cylinder. top of the piston also looks like half of it is cleaner than the other. will attach pictures.

going to start by replace head gasket bank2

*** 01/16/2020 09:09:26 ***
20200116_120415.jpg added by David Sanchez on 01/16/2020 09:09:25

*** 01/16/2020 09:09:27 ***
20200116_105513.jpg added by David Sanchez on 01/16/2020 09:09:26

*** Web - Advice created on 01/16/2020 12:23:00 and created by Jerry Gossling ***
1: David,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Thank you and please list the results.

*** 01/24/2020 11:53:45 ***
Web - Note created on 01/24/2020 11:53:44 and created by David Sanchez
hello. was able to work on the car today.
Yes. All cylinder head bolts retained 60 ft lbs.

*** Web - Advice created on 01/27/2020 06:32:46 and created by Jerry Gossling ***
1: David,
I recommend to remove the head bolts for cylinders 2 & 4 and see what the condition of the threads are on the head bolts.
Thank you

*** 01/31/2020 05:04:29 ***
Web - Note created on 01/31/2020 05:04:29 and created by David Sanchez
hello. I removed the head bolts. the threads look good. did not pull the threads

*** Web - Advice created on 01/31/2020 07:43:13 and created by Jerry Gossling ***
1: David,
Please call in to review your findings.
Thank you

*** 02/03/2020 10:43:53 ***
20200203_133957.jpg added by David Sanchez on 02/03/2020 10:43:52

*** 02/03/2020 10:43:55 ***
20200203_134015.jpg added by David Sanchez on 02/03/2020 10:43:53

*** 02/03/2020 10:43:57 ***
20200203_134042.jpg added by David Sanchez on 02/03/2020 10:43:56

*** Phone - Advice created on 02/03/2020 10:51:30 and created by Jerry Gossling ***
1: David called in per my request to discuss the case. David found a small grove in the cylinder wall of cylinder # 4.
David is able to catch his finger nail on the grove and there is a large nick on the surface of the block as well.
Based off of this information I advised David I would generate a PWA case for short block replacement.

*** Web - Advice created on 02/03/2020 10:51:46 and created by Jerry Gossling ***
1: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 02/03/2020 10:52:03 ***
PWA Case created for RA Case 13507207 by Jerry Gossling

*** 02/03/2020 10:52:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,907

Prod Date: 02/02/2014 **Warranty Start Date:** 08/04/2014

Dealer/Contact Data:

Dealer: WV005 Dutch Miller Kia

Phone: 6813477925 **FAX:** 3046975748

Contact: justin landes **Contact Title:** Maintenance Technician **Service District:** SO05

Case Details:

Case Title: MIL - PCM # P0269 - P0300 - P0303 - P0305

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 02/04/2020 12:03:21 ***
Contact = justin landes, Priority = Standard, Sub Status = Dispatched

*** 02/04/2020 12:03:21 ***
Web - Problem Description created on 02/04/2020 12:00:24 and created by justin landes
Customer states check engine light on and misfiring

*** 02/04/2020 12:03:22 ***
Web - Diagnostics created on 02/04/2020 12:00:24 and created by justin landes
Confirmed complaint, scanned vehicle and found dtc p0300,p0303,p0305,p0269, started diagnostic process and found no issues with coils, spark plugs, or injectors, found slight leak of possible coolant and oil mix from head gasket area, torn motor down to check torque on head bolts on back cylinder head, and found 2 head bolts slightly loose and one keeps turning, attaching video of head bolt

*** 02/04/2020 12:03:37 ***
20200204_150140.mp4 added by justin landes on 02/04/2020 12:03:22

*** 02/04/2020 14:23:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 02/04/2020 14:26:16 and created by Chris Schang ***
1: Justin,
Can you ask your parts department if a long block is available?

*** 02/05/2020 05:18:11 ***
Web - Note created on 02/05/2020 05:18:11 and created by justin landes
it does not show on available at this time

*** 02/05/2020 05:18:18 ***
Web - Note created on 02/05/2020 05:18:18 and created by justin landes

one

*** Web - Advice created on 02/05/2020 07:09:26 and created by Chris Schang ***
1: Justin,
If one is not available, the heads will have to be removed and inspected for warping. If warping is found the heads will have to be replaced. If there is no scoring, the heads can be removed. DO NOT machine the heads at all. I have already seen the valve train from your video so maintenance is fine. I will create and approve a PWA for the engine. Since the RA case will close when the PWA is generated, please call in if you have any questions or concerns after tear down and removal.

*** 02/05/2020 07:09:43 ***
PWA Case 13536919 created by Chris Schang

*** 02/05/2020 07:09:47 ***
I have generated and approved a PWA case for you.

*** 06/01/2020 06:48:03 ***
Case Number: XXXXXXXX Reopen Requested by justin landes.
Reason: [After engine replacement vehicle still has misfire, has confirmed misfire, vehicle misfiring on every cylinder at different times, timing has been checked and confirmed proper, spark plugs have been gapped properly, coils have been swapped with known good, injectors all firing properly, no air leakage that we can find, fuel pressure is at proper pressure,
wires have been checked for wiggle test and pin tension at coils and pcm, pcm was swapped with know good, only thing I can determine is the positive battery post was soldered together at one point, I swapped the post from another car but problem still there I'm attaching a picture of the battery for your inspection and I will take a flight recording if you need to see what I'm seeing]

*** 06/01/2020 06:53:01 ***
Reopen Denied by Chris Schang
Reason: Justin, please open a new case for reman engine concern

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,091

Prod Date: 09/17/2014 **Warranty Start Date:** 01/25/2015

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Jimmy Martinez **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine Mechanical #

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 02/05/2020 11:53:48 ***
Contact = Jimmy Martinez, Priority = Standard, Sub Status = Dispatched

*** 02/05/2020 11:53:48 ***
Web - Problem Description created on 02/05/2020 11:53:48 and created by Jimmy Martinez
customer says mil light is on

*** 02/05/2020 11:53:48 ***
Web - Diagnostics created on 02/05/2020 11:53:48 and created by Jimmy Martinez
verified complaint and I pulled dtc P0302 and P0304 and P0306 active.. replaced spark plugs and still misfire.. swapped coil packs and still mifires.. I checked compression and #2 is 125 psi and #4 is 140 psi and #6 is 130 psi

*** 02/05/2020 11:57:57 ***
Web - Note created on 02/05/2020 11:57:57 and created by Jimmy Martinez
im also wondering in bank 2 the side closer to the radiator?

*** 02/05/2020 13:21:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/05/2020 13:26:13 and created by Frank Lusic ***
1: Hello Jimmy
misfires and low compression on just one bank can be attributed to cam timing being off

Please perform the following diagnostic steps, with the engine cold remove the valve cover
1, check cam timing
2, then using a wrench on the crank bolt, rotate the engine backwards slightly (¼ of a turn) then check the timing chains to determine if there is slack between the cam gears , attach a video of your findings to this case

*** 02/05/2020 14:31:15 ***
Web - Note created on 02/05/2020 14:31:15 and created by Jimmy Martinez

Is bank 2 the one closer to the radiator?

*** Web - Advice created on 02/05/2020 14:35:35 and created by Frank Lusic ***
1: yes it is

*** Service Alert Escalated to CA as: 13538176 on 02/06/2020 01:06:42 (PST)

*** 02/07/2020 13:51:19 ***
Web - Note created on 02/07/2020 13:51:18 and created by Jimmy Martinez
Theres no slack.. video attached

*** 02/07/2020 13:51:30 ***
20200207_135014.mp4 added by Jimmy Martinez on 02/07/2020 13:51:19

*** Web - Advice created on 02/07/2020 14:30:56 and created by Frank Lusic ***
1: what about the cam timing ?

*** 02/07/2020 14:47:30 ***
Web - Note created on 02/07/2020 14:47:30 and created by Jimmy Martinez
Looks timed.. engine is at top dead center.. video attached

*** 02/07/2020 14:47:53 ***
20200207_144549.mp4 added by Jimmy Martinez on 02/07/2020 14:47:31

*** Web - Advice created on 02/07/2020 14:59:59 and created by Frank Lusic ***
1: looking at the video
I see that the marks are on but the intake cam lobes look like they are not in the correct position , Possibly the dowel has spun of the incorrect mark is being used
I am leaving now call me tomorrow or Monday morning

*** Phone - Advice created on 02/11/2020 10:50:33 and created by Frank Lusic ***
1: Jimmy called in and we discussed the case
he said that the oil was very low with less than 2 qts in the engine
I asked him to remove the OCVs and attach pictures of the screens
I asked him to obtain all of the oil service records from the customer

*** 02/11/2020 10:54:24 ***
Web - Note created on 02/11/2020 10:54:23 and created by Jimmy Martinez
Ocv pic uploaded

*** 02/11/2020 10:54:26 ***
20200211_104912.jpg added by Jimmy Martinez on 02/11/2020 10:54:24

*** 02/11/2020 10:54:28 ***
20200211_104920.jpg added by Jimmy Martinez on 02/11/2020 10:54:26

*** Web - Advice created on 02/11/2020 11:05:01 and created by Frank Lusic ***
1: Thank you I do not see any metal
recheck the cam timing

*** 02/11/2020 13:26:18 ***
Web - Note created on 02/11/2020 13:26:17 and created by Jimmy Martinez
Customer brought in a lot of paper work was 18sep19 at 63,583 miles it didnt a service at valley kia and then before that the last service was done 23fe2019 at kia of cerritos

*** Web - Advice created on 02/11/2020 14:08:27 and created by Frank Lusic ***
1: thank you at this point we need to reset the cam timing if it is off, replace the tensioner , then drive the vehicle to recheck

for proper operation

*** 02/11/2020 15:46:50 ***
Web - Note created on 02/11/2020 15:46:50 and created by Jimmy Martinez
S
Do u want me to replace the tensioner under warranty?

*** Web - Advice created on 02/12/2020 06:02:52 and created by Frank Lusic ***
1: tech line does not determine warranty coverage on components , it does appear that the power train warranty is still valid

*** 02/17/2020 09:26:02 ***
Web - Note created on 02/17/2020 09:26:01 and created by Jimmy Martinez
I had a quick question.. would a phase be stuck ? I uploaded a pic of the data on the cam position while at idle

*** 02/17/2020 09:26:04 ***
20200217_092347.jpg added by Jimmy Martinez on 02/17/2020 09:26:02

*** Web - Advice created on 02/17/2020 09:36:34 and created by Frank Lusic ***
1: yes it is possible that the CVVT is stuck or even the alignment pin is sheared off

*** 02/18/2020 09:08:59 ***
Web - Note created on 02/18/2020 09:08:58 and created by Jimmy Martinez
How can I verify about the CVVT is stuck ?

*** 02/18/2020 09:13:15 ***
Web - Note created on 02/18/2020 09:13:15 and created by Jimmy Martinez
Timing is correct and both intake and exhaust lobes are how they're suppose to be.. the code is for correlation on exhaust cam shaft sensor with 2 and 4 and 6 misfire

*** Web - Advice created on 02/18/2020 09:41:17 and created by Frank Lusic ***
1: let try this first
using a wrench on both B2 cams and rock the cams back and forth to see if the cams are rotating on the CVVTs and if the CVVTs are locked , attach a video of this

*** 02/18/2020 10:32:53 ***
Web - Note created on 02/18/2020 10:32:52 and created by Jimmy Martinez
Video uploaded

*** 02/18/2020 10:33:26 ***
20200218_103038.mp4 added by Jimmy Martinez on 02/18/2020 10:32:53

*** 02/18/2020 10:34:05 ***
Web - Note created on 02/18/2020 10:34:05 and created by Jimmy Martinez
Going to order the exhaust CVVT.. due to the data I sent u yesterday

*** Web - Advice created on 02/18/2020 10:50:27 and created by Frank Lusic ***
1: be sure to replace the cam too

*** Case has been auto closed by the system on 03/05/2020 01:08:32 (PST)
*** 03/19/2020 10:24:40 ***
Reopened with Sub Status of Working

*** Note - Advice created on 03/19/2020 10:25:33 and created by Tony Thomas ***
1:
Web - Diagnostics created Jimmy Martinez

verified complaint and mill light is on and pulled dtc for miss fires in history for 2 4 6 cleared dtcs and drove vehicle and still feel rough idle.. and then pulled dtcs for 2 4 6 misfire pending... replaced last visit exhaust cvvt and cam... removed valve cover and and checked time and timing is fine.. removed cam to see of head bolts are torqued properly and when I got to the

head bolt #1 right away found bolt #1 for head bolt is stripped it just spins with no force

*** Web - Advice created on 03/19/2020 10:26:50 and created by Tony Thomas ***
1: Please attach a photo of the head bolt with the stripped threads.

*** 03/19/2020 10:51:00 ***
Web - Note created on 03/19/2020 10:51:00 and created by Jimmy Martinez
Photo uploaded

*** 03/19/2020 10:51:03 ***
20200319_104931.jpg added by Jimmy Martinez on 03/19/2020 10:51:01

*** Web - Advice created on 03/19/2020 11:04:37 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: For catastrophic failures, please refer to Pitstop PS539 and PS213.

*** 03/19/2020 11:05:51 ***
PWA Case 13593455 created by Tony Thomas

*** 03/19/2020 11:05:56 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,525

Prod Date: 10/15/2014 **Warranty Start Date:** 07/03/2015

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Jimmy Schofield **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/06/2020 12:55:36 ***
Contact = Jimmy Schofield, Priority = Standard, Sub Status = Dispatched

*** 02/06/2020 12:55:36 ***
Web - Problem Description created on 02/06/2020 12:51:39 and created by Jimmy Schofield
came in no heat and engine overheating, found oil in coolant, found combustion in coolant,
can not detect original leak, can not pressure test due to leaks at head gaskets,
head bolts loose, has pulled threads out of engine block

*** 02/06/2020 12:55:36 ***
Web - Diagnostics created on 02/06/2020 12:51:40 and created by Jimmy Schofield
used block check to test for combustion

*** 02/06/2020 12:55:37 ***
scan0386.pdf added by Jimmy Schofield on 02/06/2020 12:55:36

*** 02/06/2020 13:19:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/06/2020 14:05:58 and created by Brian Hernandez ***
1: Thank you Jimmy, for all the information on the case so far. Before I approve the case, can you please remove the cylinder head and check the cylinder walls and deck for warping?

*** 02/06/2020 15:51:30 ***
Web - Note created on 02/06/2020 15:51:30 and created by Jimmy Schofield
THE THREADS FOR THE HEAD BOLTS ARE PULLED OUT OF THE ENGINE BLOCK,, THIS BLOCK IS UNUSABLE EVEN IF THE CYLINDER WALLS AND DECK WARPAGE ARE OK. VIDEO IS
ATTACHED

*** 02/06/2020 15:51:39 ***

20200206_164139.mp4 added by Jimmy Schofield on 02/06/2020 15:51:30

*** Web - Advice created on 02/06/2020 16:02:17 and created by Brian Hernandez ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-Use Guidelines.

*** 02/06/2020 16:02:26 ***
PWA has been authorized by Brian Hernandez

*** 02/06/2020 16:02:26 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,500

Prod Date: 10/13/2014 **Warranty Start Date:** 02/20/2015

Dealer/Contact Data:

Dealer: VA052 Koons Kia

Phone: 7034943333 **FAX:** 7034914102

Contact: Daniel Hernandez **Contact Title:** Technician Trainee **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 02/05/2020 12:04:33 ***
Contact = Daniel Vallejos-Hernandez, Priority = Standard, Sub Status = Dispatched

*** 02/05/2020 12:04:34 ***
Web - Problem Description created on 02/05/2020 12:04:34 and created by Daniel Vallejos-Hernandez
customer states heater doesn't work at times

*** 02/05/2020 12:04:34 ***
Web - Diagnostics created on 02/05/2020 12:04:34 and created by Daniel Vallejos-Hernandez
found coolant low, topped off and tried to bleed, will not stop bubbling. replaced thermostat and issue still persists. with radiator cap on coolant overflows through resivour. believe that head or head gasket is at fault. no external leaks at all and system holds pressure when pressure tested.

*** 02/05/2020 13:36:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 02/05/2020 13:39:29 and created by Sam Camarillo ***
1: Do you have any misfires? Please do a block check to confirm the head gasket is leaking. If it fails block check Please gain access to the head bolts.. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 02/06/2020 13:14:20 ***
Web - Note created on 02/06/2020 13:14:20 and created by Daniel Vallejos-Hernandez
performed block test, passed test using bluepoint combustion tester. fluid did not change color. should I proceed in checking the head bolts?

*** Web - Advice created on 02/06/2020 13:36:18 and created by Sam Camarillo ***
1: It does sound like a head gasket leak I am surprised the block check didn't find it. I would search around both banks of the engine where the head meets the block and look for signs of leakage or corrosion.
is there another block tester you can use? on rare occasions I have seen the fluid go bad.

*** 02/07/2020 12:06:47 ***
Web - Note created on 02/07/2020 12:06:47 and created by Daniel Vallejos-Hernandez
I pulled the front valve cover off, I do see signs of leakage where the head meets the block now that I have a bit more room. im confident that its the head gasket.

*** Web - Advice created on 02/10/2020 05:52:39 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 02/12/2020 06:23:19 ***
Web - Note created on 02/12/2020 06:23:19 and created by Daniel Vallejos-Hernandez
pulled timing chain and cams out of vehicle to gain access to head bolts and cylinders #1,2, and 3 are stripped. will not tighten at all, thanks.

*** Web - Advice created on 02/12/2020 06:29:47 and created by Sam Camarillo ***
1: Thanks I will recommend engine replacement
I have generated a PWA case for you .Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/12/2020 06:30:07 ***
PWA Case created for RA Case 13537527 by Sam Camarillo

*** 02/12/2020 06:30:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 20,149

Prod Date: 01/31/2018 **Warranty Start Date:** 05/22/2018

Dealer/Contact Data:

Dealer: IN004 Ray Skillman Kia

Phone: 3178889500 **FAX:** 3178875193

Contact: Blake Weber **Contact Title:** Technician Trainee **Service District:** CE09

Case Details:

Case Title: Engine - Seed Unit Concern # Leaking Oil After Replacement Case for

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 02/07/2020 08:28:06 ***
Contact = Blake Weber, Priority = Standard, Sub Status = Dispatched

*** 02/07/2020 08:28:06 ***
Web - Problem Description created on 02/07/2020 08:28:06 and created by Blake Weber
replaced short block and oil was leaking.

*** 02/07/2020 08:28:07 ***
Web - Diagnostics created on 02/07/2020 08:28:06 and created by Blake Weber
After replacing the short block and starting the vehicle there was an oil leak present. I had torqued everything the specification and the bolt pattern. Found oil leaking coming from Bank 1(1,3,5) near the exterior head bolt on the corner towards the oil filter housing. Went the make sure that the bolt was torqued correctly when i was installing the heads and the bolt was now spinning freely. Took the bolt out and noticed there were some of the block threads on the bolt. Tried to use another bolt to see if it would fix the leak but there weren't enough threads to torque the bolt to specification. Can attach video of the oil leaking from the head.

*** 02/07/2020 08:33:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/07/2020 08:45:08 and created by Brian Hernandez ***
1: Can you please upload a picture of the blue reman badge to the case for documentation along with a couple pictures in clear focus of the leak?

*** 02/07/2020 11:44:57 ***
Web - Note created on 02/07/2020 11:44:57 and created by Blake Weber
There was no blue tag I saw on my engine but here is a picture of the box and video of the oil leak

*** 02/07/2020 11:44:59 ***
image.jpg added by Blake Weber on 02/07/2020 11:44:58

*** 02/07/2020 11:45:00 ***
IMG_3985.mp4 added by Blake Weber on 02/07/2020 11:44:59

*** Web - Advice created on 02/07/2020 13:50:36 and created by Brian Hernandez ***
1: Thank you for the extra attachments. Although, can you check around the under side of the engine between the oil pan and trans bell housing for that blue tag? If not there please be sure to look all around the engine for it. If not found on the engine, check the container that the reman unit came in. There is a possibility that it might have been knocked off in transit. We just need a picture of that.

*** Service Alert Escalated to CA as: 13439953 on 02/08/2020 01:05:11 (PST)
*** 02/11/2020 06:37:37 ***
Web - Note created on 02/11/2020 06:37:37 and created by Blake Weber
Looked at the engine and again the the box it came in there was no blue tag anywhere to be found. Also there is another tech that is doing a v6 short block as well and I checked his new engine and box and he did not have a blue tag either.

*** Web - Advice created on 02/11/2020 09:21:57 and created by Eric Patterson ***
1: Thank you. If the block came in a cardboard box or a wooden pallet, please add a picture of the serial number on the block to the case. This must be a seed unit engine. Please let me know.

*** 02/12/2020 04:07:57 ***
Web - Note created on 02/12/2020 04:07:56 and created by Blake Weber
i sent you a picture of the box already with the serial number and part number on it and it is a brown hard plastic box.

*** Web - Advice created on 02/12/2020 08:57:51 and created by Brian Hernandez ***
1: We do have those numbers on the brown hard plastic box. already. He meant we just need a picture of the serial number on the engine block. It will be on the engine around the starter. Please attach that photo to the case.

*** 02/12/2020 09:14:16 ***
Web - Note created on 02/12/2020 09:14:16 and created by Blake Weber
Added photo

*** 02/12/2020 09:14:19 ***
CFE525E0-9226-4925-9426-0B5C1BACFB35.jpeg added by Blake Weber on 02/12/2020 09:14:17

*** Web - Advice created on 02/12/2020 09:26:07 and created by Brian Hernandez ***
1: Thank you for the info and attachments.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please order the same part number that was ordered the last time for this engine to comply with the parts warranty.

DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign.(PI1802,1803,1805,1806)

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 02/12/2020 09:26:33 ***
PWA Case created for RA Case 13540047 by Brian Hernandez

*** 02/12/2020 09:26:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/12/2020 09:26:41 ***
Reopened with Sub Status of Working

*** 02/12/2020 09:26:49 ***

PWA has been authorized by Brian Hernandez

*** 02/12/2020 09:26:49 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,209

Prod Date: 05/08/2014 **Warranty Start Date:** 09/09/2014

Dealer/Contact Data:

Dealer: NY092 Transitowne Kia of West Seneca

Phone: 7166683700 **FAX:** 7166681303

Contact: Robert Rodems **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: Engine - Overheats # Oil in cooling system

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warped head

Case History

*** 02/17/2020 11:54:22 ***
Contact = Robert Rodems, Priority = Standard, Sub Status = Dispatched

*** 02/17/2020 11:54:22 ***
Web - Problem Description created on 02/17/2020 11:45:48 and created by Robert Rodems
Eng overheating found a lot of oil in the cooling system but no coolant in the crankcase or under valve coversAlso checked trany fluid and no signs of contamination there either any ideas are welcome

*** 02/17/2020 11:54:22 ***
Web - Diagnostics created on 02/17/2020 11:54:22 and created by Siebel eSupport
Removed eng oil and filter although dirty but no coolant contamination Removed both valve covers thinking I had a head gasket problem but there are absolutely no signs of coolant in the crankcase or oil contamination No codes were stored and eng ran fine except for over heating and coolant is oil contaminated

*** 02/17/2020 12:55:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/17/2020 13:05:20 and created by Jerry Gossling ***
1: Robert,
I tried to reach you by phone but there was no answer.
Please return my phone call.
Thank you

*** Service Alert Escalated to CA as: 13552308 on 02/18/2020 01:07:36 (PST)

*** 02/19/2020 13:10:58 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Warped head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,395

Prod Date: 09/04/2013 **Warranty Start Date:** 12/14/2013

Dealer/Contact Data:

Dealer: WY004 White's Mountain Kia

Phone: 3072372438 **FAX:** 3074732240

Contact: JOSH RAWSON **Contact Title:** Dual Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 02/07/2020 15:28:50 ***
Contact = JOSH RAWSON, Priority = Standard, Sub Status = Dispatched

*** 02/07/2020 15:28:51 ***
Web - Problem Description created on 02/07/2020 15:28:51 and created by JOSH RAWSON
found that the heater core has coolant flow while thermostat is close but as soon as the thermostat opens the heater core does not flow coolant and vents turn cold

*** 02/07/2020 15:28:51 ***
Web - Diagnostics created on 02/07/2020 15:28:51 and created by JOSH RAWSON
found coolant leak coming from coolant cross over plastic thermostat housing. so i replaced it made sure all hoses were hooked up properly. after i replaced it heater was working for alittle while and started blowing cold again. thought water pump was not producing enough pressure so replaced that. no change. bypassed heater core with a clear vinyl hose and verified no flow through heater core. bypassed trans cooler no change. kinda at a loss here

*** 02/07/2020 15:35:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 02/07/2020 15:38:37 and created by Eric Patterson ***
1: There was not a kink in the hose when bypassed correct?

Most of the time this is due to the system having an air packet. This may be caused by exhaust gasses in the cooling system. Possibly could be a head gasket concern.

Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.
2: Please perform a block check. Also look under the vehicle for signs of coolant seepage from the head gaskets.

*** 02/07/2020 15:54:47 ***
Web - Note created on 02/07/2020 15:54:47 and created by JOSH RAWSON
i attached a video of the hose with heater core and trans cooler bypass. there was no kink in the hose and the hose was higher then the heater core and left a little air to see flow.but will check for a head gasket concern on monday and will send you a picture of the results. thank you

*** 02/07/2020 15:54:56 ***
VID_20200130_115458487[1].mp4 added by JOSH RAWSON on 02/07/2020 15:54:47

*** Web - Advice created on 02/07/2020 15:58:52 and created by Eric Patterson ***
1: No problem, I have seen a few cases where the Customer did not see the overheat but notice no heat. The air pocket can form quickly.

*** Service Alert Escalated to CA as: 13541058 on 02/08/2020 01:06:55 (PST)

*** 02/10/2020 10:24:31 ***
Web - Note created on 02/10/2020 10:24:31 and created by JOSH RAWSON
added pictures of before and after head gasket test

*** 02/10/2020 10:24:32 ***
20160426_021148[1].jpg added by JOSH RAWSON on 02/10/2020 10:24:31

*** 02/10/2020 10:24:33 ***
20160426_021842[1].jpg added by JOSH RAWSON on 02/10/2020 10:24:32

*** 02/10/2020 10:28:37 ***
Web - Note created on 02/10/2020 10:28:37 and created by JOSH RAWSON
added head gasket on rear head

*** 02/10/2020 10:28:38 ***
20160426_022437[1].jpg added by JOSH RAWSON on 02/10/2020 10:28:38

*** Web - Advice created on 02/10/2020 15:28:43 and created by Eric Patterson ***
1: Thank you.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/18/2020 14:26:44 ***
Web - Note created on 02/18/2020 14:26:43 and created by JOSH RAWSON
attatched video of engine head bolts and ocv valves. found that on the exhaust side the torque didnt even get close to 75ft before they just started spinning

*** 02/18/2020 14:26:49 ***
20160504_062020[1].mp4 added by JOSH RAWSON on 02/18/2020 14:26:44

*** Web - Advice created on 02/18/2020 16:08:24 and created by Eric Patterson ***
1: Thank you for the attachments added to the case.

*** Web - Advice created on 02/18/2020 16:09:40 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make

sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/18/2020 16:16:50 ***
PWA Case created for RA Case 13540849 by Eric Patterson

*** 02/18/2020 16:16:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,786

Prod Date: 03/05/2014 **Warranty Start Date:** 06/13/2014

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Jeff Austin **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: MIL - PCM # P0301

Symptom: Misfire **DTC:**

System: Fuel System

Component: Fuel Injector

Resolution: replaced fuel injector

Case History

*** 02/21/2020 10:29:23 ***
Contact = Jeff Austin, Priority = Standard, Sub Status = Dispatched

*** 02/21/2020 10:29:23 ***
Web - Problem Description created on 02/21/2020 10:29:23 and created by Jeff Austin
cold start misfires

*** 02/21/2020 10:29:23 ***
Web - Diagnostics created on 02/21/2020 10:29:23 and created by Jeff Austin
scanned, no codes, though customer has stated that a different kia dealer has pulled code p0301. engine misfires on cylinder 1 until the engine warms up. ignition coils and plugs were replaced by customer and are installed correctly. moving plugs and coils do not move the misfire. i removed valve cover and checked for torque on the head bolts (seen the bolts have stripped from the block on several occasions, causing misfires) none of them are loose at this time. there is a TSB FUE035 for the 14 MY sorento, would this apply to this car. there appears to not be any other items that would cause this issue.

*** 02/21/2020 11:08:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/21/2020 11:15:08 and created by Frank Lusic ***
1: Hello Jeff
A misfire on start up can either be injectors or tight valve clearances
1. since you already have the valve cover off you can check the valve clearance and adjust as necessary
2, check the compression
3, then if okay replace the injectors

*** 02/21/2020 11:37:47 ***
Web - Note created on 02/21/2020 11:37:47 and created by Jeff Austin
valve clearance is good. compression is good. should i be using the injectors from the TSB part number ending in 560 or use the injectors that the parts catalog calls for ending in number 550? were the 560 injectors an upgrade?

*** Web - Advice created on 02/21/2020 11:48:23 and created by Frank Lusic ***
1: I am sorry what TSB are you referring to ?

*** 02/21/2020 12:26:10 ***
Web - Note created on 02/21/2020 12:26:10 and created by Jeff Austin
FUE035

*** Web - Advice created on 02/21/2020 13:29:14 and created by Frank Lusic ***
1: No this appears to be for 2014 only
use only the part number specified for this vehicle

*** 03/02/2020 12:08:29 ***
Case Closed with Resolution Code: Excessive Wear
Resolution Summary: replaced fuel injector

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,260

Prod Date: 09/19/2013 **Warranty Start Date:** 11/25/2013

Dealer/Contact Data:

Dealer: FL056 Courtesy Kia of Brandon

Phone: 8136215757 **FAX:** 8133494668

Contact: Bryan Sotomayor **Contact Title:** Exclusive Kia Technician **Service District:** SO14

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 02/24/2020 07:57:43 ***
Contact = Bryan Sotomayor, Priority = Standard, Sub Status = Dispatched

*** 02/24/2020 07:57:43 ***
Web - Problem Description created on 02/24/2020 06:07:15 and created by Bryan Sotomayor
customer states check engine light is on vehicle is losing coolant and smoking bad out of the exhaust.

*** 02/24/2020 07:57:43 ***
Web - Diagnostics created on 02/24/2020 06:07:15 and created by Bryan Sotomayor
confirmed check engine light on pulled codes P0300, P0304, P0306 misfire codes and P0116 engine coolant temp circuit range/performance and confirmed smoke out of the exhaust and loss of coolant.performed coolant pressure test and found coolant leaking in and out of bank 2 cylinder head which will cause misfires and white smoke out of the exhaust. checked for external leak around engine area found no signs of damage or area that would cause possible overheat from external surrounding of engine, how should i proceed?

*** 02/24/2020 09:06:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/24/2020 09:08:39 and created by Frank Lusic ***
1: Hello Bryan
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 02/25/2020 13:02:35 ***
Web - Note created on 02/25/2020 13:02:35 and created by Bryan Sotomayor
good afternoon Frank I followed your instructions on the cylinder head bolts all the bolts are ok and holding torque. how should i proceed next ?

*** 02/25/2020 13:18:18 ***
Web - Note created on 02/25/2020 13:18:18 and created by Bryan Sotomayor
also valve cover has oil and coolant mixed together attached is a photo of the valve cover

*** 02/25/2020 13:20:44 ***
image.jpg added by Bryan Sotomayor on 02/25/2020 13:20:41

*** Web - Advice created on 02/25/2020 13:52:07 and created by Frank Lusic ***
1: Thank you for the update, please remove the cylinder heads and check the block and heads for warpage use a machine straight edge

*** 03/02/2020 14:10:04 ***
Web - Note created on 03/02/2020 14:10:04 and created by Bryan Sotomayor
Good afternoon Frank i have been busy with other jobs i will be giving you an update tomorrow on the condition of the cylinder heads and block. thank you..

*** Web - Advice created on 03/02/2020 14:15:18 and created by Frank Lusic ***
1: Great Thank you

*** 03/04/2020 08:07:11 ***
Web - Note created on 03/04/2020 08:07:11 and created by Bryan Sotomayor
good morning Frank I performed the following using a straight edge and feeler gauge checked the clearance of the cylinder heads and found that the heads are greater than .002 in and block as well also found one of the cylinders completely washed out from coolant contamination. attached is photo of washed out cylinder. how should i proceed. thank you.

*** 03/04/2020 08:11:23 ***
1583338198004630209731.jpg added by Bryan Sotomayor on 03/04/2020 08:11:22

*** Web - Advice created on 03/04/2020 08:41:19 and created by Frank Lusic ***
1: Thank you based on this information the engine will need to be replaced
I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/04/2020 08:41:37 ***
PWA Case 13573863 created by Frank Lusic

*** 03/04/2020 08:41:38 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 8,165

Prod Date: 08/01/2019 **Warranty Start Date:** 09/11/2019

Dealer/Contact Data:

Dealer: CA234 Michael Stead's Hilltop Kia

Phone: 5102224444 **FAX:** 5107587358

Contact: Trevor Flaherty **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: MIL - PCM # P030500

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: P030500 active

Case History

*** 02/25/2020 08:46:28 ***
Contact = Trevor Flaherty, Priority = Standard, Sub Status = Dispatched

*** 02/25/2020 08:46:28 ***
Web - Problem Description created on 02/25/2020 08:46:28 and created by Trevor Flaherty
CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE IDLES AND RUNS ROUGH

*** 02/25/2020 08:46:28 ***
Web - Diagnostics created on 02/25/2020 08:46:28 and created by Trevor Flaherty
CONFIRM CUSTMER CONCERN. CHEACK ENGINE LIGHT ON AND RUNS ROUGH. PULL DTC 3 CODE WERE FOUND. P030300 CYLINDER 3 MISFIRE. P030500 CYLINDER 5 MISFIRE. P030000 RANDOM/MULTIPLE CYLINDER MISFIRE DETECTED. ENGINE RUNS ROUGH TILL IT REACHES OPERATING TEMP. FOUND THAT ENGINE COOLANT IS LOW IN SIDE THE RADIATOR ALMOST HALF WAY DOWN AND IT IS BUILDING PRESSURE TO MAKE COOLANT RESERVOIR TO HAVE BUBBLES.

*** 02/25/2020 10:49:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/25/2020 10:52:56 and created by Juan Vazquez ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** 02/25/2020 13:54:52 ***
Web - Note created on 02/25/2020 13:54:52 and created by Trevor Flaherty
DIDNOT FINE ANY SIGNS OF COOLANT LEAKAGE FROM THE HEAD GASKET.

*** Web - Advice created on 02/25/2020 14:01:50 and created by Juan Vazquez ***
1: Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please.

You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas can’t get up to the neck.

*** Service Alert Escalated to CA as: 13563764 on 02/26/2020 01:06:59 (PST)

*** 02/26/2020 15:13:26 ***
IMG_0346.MOV added by Trevor Flaherty on 02/26/2020 15:13:00

*** 02/26/2020 15:13:48 ***
Web - Note created on 02/26/2020 15:13:48 and created by Trevor Flaherty
Sent Video a block test

*** Web - Advice created on 02/26/2020 15:22:17 and created by Juan Vazquez ***
1: We will need to tear down the engine.

Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose.

Please also check for metal in the ocv’s. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Case has been auto closed by the system on 03/13/2020 01:12:23 (PST)
*** 03/16/2020 07:47:41 ***
Case Number: XXXXXXXX Reopen Requested by Trevor Flaherty.
Reason: [need to take apart car still to check head bolts.]

*** 03/16/2020 08:03:22 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/16/2020 08:03:56 and created by Juan Vazquez ***
1: Thank you for that request, case has been reopened, please continue with last request, thank you.

*** 03/16/2020 11:00:18 ***
Web - Note created on 03/16/2020 11:00:18 and created by Trevor Flaherty
check both ocv for metal no metal was found. check all heads bolts and torque down to 75lbs. all bolts were tight but when torqueing half of the bolts did move when torqued down.\

*** 03/16/2020 11:02:37 ***
image.jpg added by Trevor Flaherty on 03/16/2020 11:02:36

*** Web - Advice created on 03/16/2020 11:07:18 and created by Juan Vazquez ***
1: thank you for that information. At this point if you were able to torque all the bolts without damaging the block treads and no metal was found on the OCV valves, the next step is to remove heads, inspect and replace gasket as necessary.

NOTE: once heads are removed, it is a good practice to send them to a machine shop and have them pressure tested.

2: NOTE: if the repair cost exceeds $1000.00 then please contact your DPSM for approval.

*** 03/24/2020 14:50:42 ***
Web - Note created on 03/24/2020 14:50:41 and created by Trevor Flaherty
REMMOVE HEAD AND FOUND THAT HEAD GASKET WAS LEAKING AND THE BOTH CYLINDER HEADS ARE WARPED

OUT OF SPEC the left head is .102mm and the right head is .110mm
the block is within spec.

*** Web - Advice created on 03/24/2020 14:59:03 and created by Juan Vazquez ***
1: Thank you for that information. Based on information provided, I recommend replacing both cylinder heads, no PWA needed to replace heads, thank you.

NOTE: if the repair cost exceeds $1000.00 then please contact your DPSM for approval.

*** Case has been auto closed by the system on 04/09/2020 01:12:38 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,150

Prod Date: 05/14/2013 **Warranty Start Date:** 10/14/2013

Dealer/Contact Data:

Dealer: CT031 Kia of East Hartford

Phone: 8602917000 **FAX:** 8603801004

Contact: andres palomino **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: Dealer Performance and Self

Case History

*** 02/25/2020 12:14:21 ***
Contact = andres palomino alvarez, Priority = Standard, Sub Status = Dispatched

*** 02/25/2020 12:14:21 ***
Web - Problem Description created on 02/25/2020 12:14:21 and created by andres palomino alvarez
customer states engine running hot.

*** 02/25/2020 12:14:21 ***
Web - Diagnostics created on 02/25/2020 12:14:21 and created by andres palomino alvarez
performed inspection and found vehicle over heating due to head gasket leak from front cylinder head. removed valve cover and torque test cylinder head bolts and treads came out. vehicle needs a new block. attaching pictures. thank you

*** 02/25/2020 12:14:24 ***
IMG_0457.jpg added by andres palomino alvarez on 02/25/2020 12:14:22

*** 02/25/2020 12:14:26 ***
IMG_0458.jpg added by andres palomino alvarez on 02/25/2020 12:14:24

*** 02/25/2020 12:14:28 ***
IMG_0464.jpg added by andres palomino alvarez on 02/25/2020 12:14:27

*** 02/25/2020 12:14:31 ***
IMG_0461.jpg added by andres palomino alvarez on 02/25/2020 12:14:28

*** 02/25/2020 12:14:34 ***
IMG_0460.jpg added by andres palomino alvarez on 02/25/2020 12:14:32

*** 02/25/2020 14:09:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/25/2020 14:15:22 and created by Juan Vazquez ***
1: Thank you for the information and attachments. This vehicle is out of warranty and will require for customer to approve inspection and repairs.

Based on information provided, I recommend the short block be replaced and heads checked for flatness and leaks, thank you.

*** Case has been auto closed by the system on 03/12/2020 01:13:29 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,596

Prod Date: 05/06/2013 **Warranty Start Date:** 01/25/2014

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Joe Albert **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 02/21/2020 14:40:04 ***
Contact = Joe Albert, Priority = Standard, Sub Status = Dispatched

*** 02/21/2020 14:40:04 ***
Web - Problem Description created on 02/21/2020 14:31:50 and created by Joe Albert
CUSTOMER STATES THE HEATER WILL NOT BLOW HOT AIR ON COLD STARTS AND MAY ONLY BLOW LUKEWARM WHEN AMBIENT TEMPS ARE ALSO WARM

*** 02/21/2020 14:40:04 ***
Web - Diagnostics created on 02/21/2020 14:31:50 and created by Joe Albert
verified customer's concern. vehicle was overheating and coolant was pouring out the reservoir. found seepage near the head gasket right under the exhaust manifold. checked radiator. found radiator empty. tested system for hydro carbons. found excessive amounts of hydro carbons when sniffing the system through the radiator with the smog tester. about 104ppm and increasing when running vehicle from cold.

*** 02/21/2020 14:40:06 ***
26066631.jpg added by Joe Albert on 02/21/2020 14:40:05

*** 02/21/2020 15:52:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/21/2020 15:58:01 and created by Brian Hernandez ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/26/2020 14:28:55 ***
Web - Note created on 02/26/2020 14:28:55 and created by Gregory Nelson
Hello, I have added a picture of the head bolt that we found pulled all the threads. Also the OCV's didn't show any metal.

Thank you.

*** 02/26/2020 14:28:56 ***
26066631.9955.jpg added by Gregory Nelson on 02/26/2020 14:28:55

*** Web - Advice created on 02/26/2020 14:40:31 and created by Brian Hernandez ***
1: Thank you for checking that out and sending in the photo.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign.(PI1802,1803,1805,1806)

2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** Web - Advice created on 02/26/2020 14:40:57 and created by Brian Hernandez ***
3: I have generated and approved a PWA case for you.

*** 02/26/2020 14:41:30 ***
PWA Case created for RA Case 13558830 by Brian Hernandez

*** 02/26/2020 14:41:30 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/26/2020 14:41:37 ***
Reopened with Sub Status of Working

*** 02/26/2020 14:41:43 ***
PWA has been authorized by Brian Hernandez

*** 02/26/2020 14:41:43 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,341

Prod Date: 10/28/2014 **Warranty Start Date:** 12/23/2014

Dealer/Contact Data:

Dealer: NY135 Northeast Kia

Phone: 9142226222 **FAX:** 9145123000

Contact: Aleika Perry **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # Oil contamination in the cool - Case for

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/02/2020 06:50:20 ***
Contact = Aleika Perry, Priority = Standard, Sub Status = Dispatched

*** 03/02/2020 06:50:20 ***
Web - Problem Description created on 03/02/2020 06:50:20 and created by Aleika Perry
Customer states having to keep add oil and notices there's oil dripping from the coolant reservoir

*** 03/02/2020 06:50:20 ***
Web - Diagnostics created on 03/02/2020 06:50:20 and created by Aleika Perry
Checked customers complaint and saw coolant driving from the reservoir please advice and video attached

*** 03/02/2020 06:50:22 ***
60485333323 _ E56497B7-CC43-4959-B6FB-18E354FA8C1A.MOV added by Aleika Perry on 03/02/2020 06:50:20

*** 03/02/2020 07:31:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/02/2020 07:35:00 and created by Jerry Gossling ***
1: Aleika,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Thank you and please list the results.

*** 03/02/2020 08:51:42 ***
Web - Note created on 03/02/2020 08:51:42 and created by Aleika Perry
After removing both valve covers and intake manifold the head bolts won't retain 60 ftlbs

*** Web - Advice created on 03/02/2020 09:52:33 and created by Jerry Gossling ***
1: Aleika,

based off of your provided information, I am going to generate a PWA case for engine replacement per Pitstop 539.

NOTE,
All the following items will require replacement: Coolant hoses, Heater hoses, Thermostat & gasket, Reservoir bottle & hose. Anything contaminated by the oil.
The heater core & radiator will require thorough flushing to remove all oil contamination.
NOTE,
I don't know if these items are under warranty so you will need to check with Kia warranty or your DPSM.
Thank you

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083. Thank you

*** 03/02/2020 09:52:49 ***
PWA Case created for RA Case 13569338 by Jerry Gossling

*** 03/02/2020 09:52:49 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 76,954

Prod Date: 09/06/2013 **Warranty Start Date:** 08/02/2014

Dealer/Contact Data:

Dealer: PA045 Ron Lewis Kia

Phone: 7248461440 **FAX:** 7248460298

Contact: Mike Scott **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/04/2020 08:46:10 ***
Contact = Mike Scott, Priority = Standard, Sub Status = Dispatched

*** 03/04/2020 08:46:10 ***
Web - Problem Description created on 03/04/2020 08:46:10 and created by Mike Scott
Customer states thinks head gasket is bad

*** 03/04/2020 08:46:10 ***
Web - Diagnostics created on 03/04/2020 08:46:10 and created by Mike Scott
Verified concern rear head gasket external leak coolant and oil exhaust gases present in cooling system also. Upon removal of head bolts block threads came out with bolt will attach photo

*** 03/04/2020 08:46:13 ***
158334030430299783136 9.jpg added by Mike Scott on 03/04/2020 08:46:11

*** 03/04/2020 10:13:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 03/04/2020 10:15:41 and created by Jay Jurado ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/04/2020 10:16:15 ***
PWA Case created for RA Case 13573877 by Jay Jurado

*** 03/04/2020 10:16:15 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,532

Prod Date: 04/08/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: OH045 Jeff Wyler Fairfield Kia

Phone: 5136822500 **FAX:** 5136822510

Contact: Jason Buder **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution:

Case History

*** 03/04/2020 13:14:46 ***
Contact = Jason Buder, Priority = Standard, Sub Status = Dispatched

*** 03/04/2020 13:14:46 ***
Web - Problem Description created on 03/04/2020 13:14:46 and created by Jason Buder
customer states that there is oil in the coolant

*** 03/04/2020 13:14:47 ***
Web - Diagnostics created on 03/04/2020 13:14:47 and created by Jason Buder
confirmed oil is in cooling system. performed cylinder leak down test and found bubbles in radiator. removed both valve covers and found several head bolts loose on both banks. it appears that engine was over heated and the head bolts pulled the threads out of the engine block.

*** 03/04/2020 13:44:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/04/2020 13:47:56 and created by Brian Hernandez ***
1: Please also check for metal in the ocv's. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/12/2020 05:48:19 ***
Web - Note created on 03/12/2020 05:48:18 and created by Jason Buder
There is no metal in ocv's. Here is picture of the head bolt with block threads.

*** 03/12/2020 05:48:20 ***
158401725698682970725 7.jpg added by Jason Buder on 03/12/2020 05:48:19

*** Web - Advice created on 03/12/2020 09:52:22 and created by Brian Hernandez ***
1: Based on the information you have provided, I recommend that you replace the engine following normal service procedures

as outlined in the Shop Manual Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

DO NOT order or install a QQK Campaign Engine as the failure mode is not currently covered under any open campaign.(PI1802,1803,1805,1806)

For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 03/12/2020 09:52:39 ***
PWA has been authorized by Brian Hernandez

*** 03/12/2020 09:52:39 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,114

Prod Date: 05/21/2014 **Warranty Start Date:** 06/24/2014

Dealer/Contact Data:

Dealer: NY066 Auto World Kia

Phone: 5169384542 **FAX:** 5169357453

Contact: allan williams **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Eng-NoStart-Eng mech# Case for Warranty Authorization

Symptom: Stuck or Seized **DTC:**

System: Engine Mechanical

Component: Crank Bearings

Resolution: PWA Authorized

Case History

*** 03/04/2020 15:41:28 ***
Contact = allan williams, Priority = Standard, Sub Status = Dispatched

*** 03/04/2020 15:41:28 ***
Web - Problem Description created on 03/04/2020 15:17:10 and created by allan williams
Customer state car Will not start

*** 03/04/2020 15:41:29 ***
Web - Diagnostics created on 03/04/2020 15:17:10 and created by allan williams
Checks made oil level is ok and coolant check level low further check found coolant leaks coming from around cylinder head gasket with signs of oil also
Other check found that engine is also seized

*** 03/04/2020 15:41:50 ***
20200304_183140.mp4 added by allan williams on 03/04/2020 15:41:29

*** 03/04/2020 15:42:18 ***
20200304_183719.mp4 added by allan williams on 03/04/2020 15:41:51

*** 03/04/2020 16:12:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/04/2020 16:16:37 and created by Juan Vazquez ***
1: Thank you for those videos. Please remove front valve cover and attach a small video showing VIN, complete valve train and underside of valve cover to verify proper maintenance, thank you.

*** 03/05/2020 14:18:39 ***
Web - Note created on 03/05/2020 14:18:39 and created by allan williams
Power train looks good but slug in valve cover because of antifreeze mix with oil

*** 03/05/2020 14:19:35 ***
20200305_171135.mp4 added by allan williams on 03/05/2020 14:18:39

*** Web - Advice created on 03/05/2020 15:43:43 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the VIN and engine seized.

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.

If heads are warped I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly, thank you.

*** 03/05/2020 15:44:14 ***
PWA Case created for RA Case 13574798 by Juan Vazquez

*** 03/05/2020 15:44:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,128

Prod Date: 08/19/2014 **Warranty Start Date:** 11/12/2014

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Richard Godbolt **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/04/2020 12:47:29 ***
Contact = Richard Godbolt, Priority = Standard, Sub Status = Dispatched

*** 03/04/2020 12:47:29 ***
Web - Problem Description created on 03/04/2020 12:38:41 and created by Richard Godbolt
there is a coolant leak heat does not work. engine light on codes P0021 and P0018.

*** 03/04/2020 12:47:29 ***
Web - Diagnostics created on 03/04/2020 12:38:42 and created by Richard Godbolt
lifted vehicle saw coolant leaking from heater hoses. to confirm leak I pressurized coolant system to 20 psi and saw coolant leaking from heater hoses. replaced heater hoses and burp system for almost two days and still have air coming out while burping vehicle. so I tilted vehicle on lift for several hours to burp and still have a lot of air while burping. I drove vehicle for several miles during test drive and heat goes away. only have heat when sitting at idle while pressing gas. I pressurized system again and is slowly losing pressure no leaks present. please advise

*** 03/04/2020 13:33:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/04/2020 13:37:02 and created by Juan Vazquez ***
1: Thank you for that information. Please look under the vehicle for any signs of coolant leakage from the head gaskets, also check under the intake manifold. If there is any leaks please attach a clear picture to the case for review.

*** Service Alert Escalated to CA as: 13576707 on 03/06/2020 01:06:36 (PST)

*** 03/06/2020 10:37:51 ***
158351981946388257 1973.jpg added by Richard Godbolt on 03/06/2020 10:37:50

*** 03/06/2020 10:43:44 ***
20200306_133812.mp4 added by Richard Godbolt on 03/06/2020 10:42:48

*** 03/06/2020 10:45:37 ***
Web - Note created on 03/06/2020 10:45:37 and created by Richard Godbolt
Just sent picture and video of coolant leaking from head gasket

*** Web - Advice created on 03/06/2020 10:45:43 and created by Juan Vazquez ***
1: We will need to tear down the engine.

Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs

make sure none of the head bolts are stripped or loose, specially near the affected leakage of the head gasket.

Please also check for metal in the ocv's.

If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/06/2020 11:00:19 ***
20200306_135256.mp4 added by Richard Godbolt on 03/06/2020 10:59:09

*** Web - Advice created on 03/06/2020 12:16:39 and created by Juan Vazquez ***
1: Thank you for those videos. At this point we are trying to determine if only a head gasket is required or if a short block will be necessary.

Please continue with disassembly following prior instructions, thank you.

*** 03/09/2020 10:36:16 ***
Web - Note created on 03/09/2020 10:36:15 and created by Chad Mullin
Juan, Good afternoon, My name is Chad Mullin, Service Manager over at PA077. My tech asked me to upload this picture for you. He checked the torque on the head bolts and as of now, 1 on each bank pulled out the threads, please advise. I uploaded the picture. Please keep all coorspondance with the technician, he is just busy on a long block., Thanks.

*** 03/09/2020 10:36:18 ***
IMG_20200124_083452.jpg added by Chad Mullin on 03/09/2020 10:36:16

*** Web - Advice created on 03/09/2020 10:58:00 and created by Juan Vazquez ***
1: Thank you for the attachments and information. Based on the information provided you have shown an engine replacement is necessary.

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.

If heads are warped I would recommend a long block be used if available.

If there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly, thank you.

*** 03/09/2020 10:58:30 ***
PWA Case created for RA Case 13574465 by Juan Vazquez

*** 03/09/2020 10:58:30 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,853

Prod Date: 03/21/2013 **Warranty Start Date:** 07/20/2013

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Mark Novak **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/09/2020 05:21:40 ***
Contact = Mark Novak, Priority = Standard, Sub Status = Dispatched

*** 03/09/2020 05:21:40 ***
Web - Problem Description created on 03/09/2020 05:21:40 and created by Mark Novak
Good Morning, today I find myself with this vehicle, seems after I installed a differential , they seem to drive the doors off it, well maybe not, LOL, seems there oil in the antifreeze,
and antifreeze in the oil. there's no complainant of over heating, just an oil leak. and seems the pressure from the cooling system just blew oil out of the jug down the side of the
engine compartment.

*** 03/09/2020 05:21:41 ***
Web - Diagnostics created on 03/09/2020 05:21:41 and created by Mark Novak
visual check no leaks, seems to run ok, I did not drive it down the road , just into the shop. what will you need to inspect, with antifreeze in the oil, the engine is toasted// correct?

*** 03/09/2020 05:26:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** 03/09/2020 05:27:31 ***
158375681520876311428410102933344.jpg added by Mark Novak on 03/09/2020 05:27:28

*** 03/09/2020 05:28:52 ***
158375685638558380751153727831161.jpg added by Mark Novak on 03/09/2020 05:28:51

*** 03/09/2020 05:28:54 ***
158375690033759401954759000925O1.jpg added by Mark Novak on 03/09/2020 05:28:52

*** 03/09/2020 05:30:18 ***
158375694007528402556763235182O5.jpg added by Mark Novak on 03/09/2020 05:30:17

*** 03/09/2020 05:30:20 ***
158375698371688775106075524751 38.jpg added by Mark Novak on 03/09/2020 05:30:18

*** 03/09/2020 05:31:28 ***
158375702567278033476709032080 03.jpg added by Mark Novak on 03/09/2020 05:31:27

*** 03/09/2020 05:31:30 ***
158375706098857096220005028305 5.jpg added by Mark Novak on 03/09/2020 05:31:29

*** Web - Advice created on 03/09/2020 05:31:47 and created by Steven Okimura ***
1: Please remove the valve cover and take a photo of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photo to the case.
Determine which cylinders are leaking and try torqueing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced. If this is the case, attach an engine core data form and I will create a PWA case for you.

*** Web - Advice created on 03/09/2020 07:54:19 and created by Steven Okimura ***
1: Please remove the valve cover and take a photo of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photo to the case.
Determine which cylinders are leaking and try torqueing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced. If this is the case, attach an engine core data form and I will create a PWA case for you.

*** 03/09/2020 11:18:08 ***
Web - Note created on 03/09/2020 11:18:08 and created by Chad Mullin
Steven,
Good afternoon, Chad Mullin, Service Manager at PA077. Tech is currently working on a short block on a different car. He asked me to attach the pictures of the head bolts that he was checking proper torque on. He was not able to torque to spec due to bolts pulling out threads. This car was in back september for engine rapping. Engine is clean. we can upload that picture if needed. Please keep all coorspondance with the techs info. just helping out. Thanks again for your time.

*** 03/09/2020 11:18:10 ***
IMG_20200124_083452.jpg added by Chad Mullin on 03/09/2020 11:18:08

*** Web - Advice created on 03/09/2020 11:20:49 and created by Steven Okimura ***
1: Thank you for the head bolt photo showing damaged threads, take a photo of the valve train (not the valve cover) to determine if the engine was maintained properly, attach the photo to the case.

*** 03/09/2020 11:22:44 ***
158377813136289109968298327005 88.jpg added by Mark Novak on 03/09/2020 11:22:42

*** 03/09/2020 11:23:35 ***
158377817344517105792817776746 10.jpg added by Mark Novak on 03/09/2020 11:23:34

*** 03/09/2020 11:27:33 ***
158377822597327739845946276003 81.jpg added by Mark Novak on 03/09/2020 11:27:31

*** 03/09/2020 12:15:54 ***
New Doc 2020-03-09 15.13.12.pdf added by Chad Mullin on 03/09/2020 12:15:53

*** 03/09/2020 12:15:57 ***
IMG_20200309_145606.jpg added by Chad Mullin on 03/09/2020 12:15:54

*** 03/09/2020 12:25:39 ***
Web - Note created on 03/09/2020 12:25:38 and created by Chad Mullin
UPLOADED PICS AND CORE DATA SHEET

*** 03/10/2020 05:52:53 ***

PWA Case created for RA Case 13579119 by Steven Okimura

*** 03/10/2020 05:52:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/02/2020 09:19:00 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/02/2020 09:21:45 and created by Juan Vazquez ***
1: NOTE: this repair will not be charging labor, it will be charging parts only because the engine was found to be defective before installation. Labor will be charged on RO 83178 with PWA 13665131

*** 06/02/2020 09:21:55 ***
PWA has been authorized by Juan Vazquez

*** 06/02/2020 09:21:56 ***
Case closed by Juan Vazquez with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 19,327

Prod Date: 09/21/2017 **Warranty Start Date:** 11/24/2017

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Joe Albert **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical # coolant leak Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 03/05/2020 10:46:49 ***
Contact = Joe Albert, Priority = Standard, Sub Status = Dispatched

*** 03/05/2020 10:46:49 ***
Web - Problem Description created on 03/05/2020 10:46:49 and created by Joe Albert
THERE IS AN ANTI FREEZE SMELL _FROM LEFT SIDE OF ENGINE

*** 03/05/2020 10:46:49 ***
Web - Diagnostics created on 03/05/2020 10:46:49 and created by Joe Albert
verified customer's concern. performed pressure check using a coolant pressure tester. during inspection found coolant residue all around the seam of the rear head. do we have any previous concern with this problem with our V6's? Do I need to check for tightness on the head bolts? what is our next course of action?

*** 03/05/2020 10:46:51 ***
26067259.jpg added by Joe Albert on 03/05/2020 10:46:50

*** 03/05/2020 10:52:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/05/2020 10:54:47 and created by Juan Vazquez ***
1: We will need to tear down the engine.

Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/10/2020 10:37:56 ***
Web - Note created on 03/10/2020 10:37:56 and created by Joe Albert
Juan
tear downed the engine and went to torque the head bolts to 75 ftlbs in sequence. The head bolt snapped. see picture below.
-Joe

*** 03/10/2020 10:37:59 ***
260.jpg added by Joe Albert on 03/10/2020 10:37:57

*** Web - Advice created on 03/10/2020 10:51:54 and created by Juan Vazquez ***
1: thanks for that information. Were you able to torque all the other bolts?

*** 03/10/2020 12:15:07 ***
Web - Note created on 03/10/2020 12:15:07 and created by Joe Albert
Juan
was able to torque the other head bolts, but the middle bolts while torquing felt soft.
-Joe

*** Phone - Advice created on 03/10/2020 12:22:38 and created by Juan Vazquez ***
1: Thanks Joe for taking my call. Per phone conversation please verify the bolts torque properly, if they strip, please attach photos showing block aluminum treads on bolt, thank you.

*** 03/10/2020 12:45:07 ***
Web - Note created on 03/10/2020 12:45:07 and created by Joe Albert
Juan
loosened all head bolts evenly and torqued all of them to 75ftlbs except for bolt #1
-Joe

*** Web - Advice created on 03/10/2020 13:35:59 and created by Juan Vazquez ***
1: Thank you for that information. If all the head bolts torque OK, then you should continue with head gasket replacement.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.

NOTE: if the repair cost exceeds $1000.00 then please contact your DPSM for approval.

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083

*** 03/10/2020 17:05:13 ***
Web - Note created on 03/10/2020 17:05:13 and created by Joe Albert
Juan
The snapped head bolt is recessed into the short block about an inch down. I had my shop foreman try and pick it out. unable to retrieve the bolt half at this time.
-Joe

*** Service Alert Escalated to CA as: 13582875 on 03/11/2020 01:06:34 (PST)

*** Web - Advice created on 03/11/2020 08:32:03 and created by Juan Vazquez ***
1: Please attach a short video showing the condition of the block with the broken bolt, thank you.

*** 03/11/2020 10:21:16 ***
Web - Note created on 03/11/2020 10:21:15 and created by Joe Albert
Juan,
here is the video as requested
-Joe

*** 03/11/2020 10:21:28 ***
259.MOV added by Joe Albert on 03/11/2020 10:21:16

*** Web - Advice created on 03/11/2020 12:13:28 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the VIN and engine needing replacement.

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.
If heads are warped I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly, thank you.

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083

*** 03/11/2020 12:13:46 ***
PWA Case created for RA Case 13575955 by Juan Vazquez

*** 03/11/2020 12:13:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,823

Prod Date: 03/13/2013 **Warranty Start Date:** 04/11/2013

Dealer/Contact Data:

Dealer: NY031 Garvey Kia

Phone: 5187933488 **FAX:** 5187935988

Contact: Jerry Darrah **Contact Title:** Maintenance Technician **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # overheated

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: this vehicle has been owned

Case History

*** 03/11/2020 13:11:01 ***
Contact = Jerry Darrah, Priority = Standard, Sub Status = Dispatched

*** 03/11/2020 13:11:01 ***
Web - Problem Description created on 03/11/2020 13:09:25 and created by Jerry Darrah
CUST STATES VEHICLE BROKE DOWN FOR OVERHEATING AND WAS BROUGHT TO LOCAL GARAGE WAS ADVISED HEAD BOLTS WERE FOUND LOOSE CUSTOMER IS NOW
REQUESTING KIA ASSEITANCE CASE #13563066

*** 03/11/2020 13:11:01 ***
Web - Diagnostics created on 03/11/2020 13:09:25 and created by Jerry Darrah
FOUND CYLINDER HEADS OFF VEHICLE EVERYTHING IN BACK OF VECHLE, SO I FOUND (2) FRONT CYLINDER BLOCK HOLES WERE THREAD OF ALUMINUM ARE GONE PULLED OUT.
WILL ATTACH VIDEO AND PICTIRE AND ONE ON BACK CYLINDER OF BLOCK WERE THREADS IN BLOCK AS WELL ARE PULLED OUT. CYLINDER HEAD BOLTS WILL NOT TIGHTEN DOWN.

*** Service Alert Escalated to CA as: 13584617 on 03/12/2020 01:06:29 (PST)

*** 03/12/2020 05:11:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/12/2020 05:16:24 and created by Sam Camarillo ***
1: Vehicle appears to be out of warranty, 2nd owner? please confirm. However it does show to be a CPO vehicle, in which case you will need to go through the CPO insurance.
Vehicle will need engine replacement, we have seen in cases of overheating to where the bolts pull from the heat and it damages the block.

*** 03/12/2020 12:01:58 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: this vehicle has been owned by more than 2 owners and theres no active CPO DO TO name doesnt match CPO.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,418

Prod Date: 04/02/2013 **Warranty Start Date:** 04/20/2013

Dealer/Contact Data:

Dealer: KY011 Car Town Kia, USA

Phone: 8598874737 **FAX:** 8598874919

Contact: Terry Bush **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 03/12/2020 13:11:12 ***
Contact = Terry Bush, Priority = Standard, Sub Status = Dispatched

*** 03/12/2020 13:11:12 ***
Web - Problem Description created on 03/12/2020 13:11:12 and created by Terry Bush
cust states smell coolant and no heat

*** 03/12/2020 13:11:12 ***
Web - Diagnostics created on 03/12/2020 13:11:12 and created by Terry Bush
checked coolant level add 1/2 gal to fill. up on start up blowed coolant out rad. fill neck refilled psi tested seepage at bank 1 cyn head removed bank 1 valve cover and inspected could move outer center 2 head bolts with screw driver. removed ft timing cover bank 1 ex cam removed outer 2 center head bolts with out turning (pulled out with pilers)

*** 03/12/2020 13:15:04 ***
15840440277371857475664.jpg added by Terry Bush on 03/12/2020 13:15:03

*** 03/12/2020 13:41:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/12/2020 13:43:44 and created by Frank Lusic ***
1: hello Terry
Thank you based on this information the engine will need to be replaced
I have generated a PWA case for you; Based on the information you have provided,
I recommend that you replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 03/12/2020 13:44:03 ***
PWA Case 13585836 created by Frank Lusic

*** 03/12/2020 13:44:11 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,620

Prod Date: 02/10/2014 **Warranty Start Date:** 05/13/2014

Dealer/Contact Data:

Dealer: SC030 Jts Kia

Phone: 8035095555 **FAX:** 8035095558

Contact: JUSTIN THOMAS **Contact Title:** Maintenance Technician **Service District:** SO07

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 03/13/2020 13:45:23 ***
Contact = JUSTIN THOMAS, Priority = Standard, Sub Status = Dispatched

*** 03/13/2020 13:45:24 ***
Web - Problem Description created on 03/13/2020 13:45:24 and created by JUSTIN THOMAS
CS that heat doesn't work on car

*** 03/13/2020 13:45:24 ***
Web - Diagnostics created on 03/13/2020 13:45:24 and created by JUSTIN THOMAS
During diagnosis i found that vehicle has blown head gasket, while removing head bolts i noticed that threads were coming out with bolts.

*** 03/13/2020 13:48:01 ***
20200313_155038.jpg added by JUSTIN THOMAS on 03/13/2020 13:47:59

*** 03/13/2020 13:48:04 ***
20200313_155034.jpg added by JUSTIN THOMAS on 03/13/2020 13:48:02

*** 03/13/2020 13:48:06 ***
20200313_154953.jpg added by JUSTIN THOMAS on 03/13/2020 13:48:04

*** 03/13/2020 15:21:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/13/2020 15:27:01 and created by Juan Vazquez ***
1: Thank you for the attachments. The attachments you have sent in is acceptable showing engine block failure.

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures.

Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.

If heads are warped I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly, thank you.

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Please refer to service info and TSB ENG083

*** 03/13/2020 15:27:14 ***
PWA Case created for RA Case 13587369 by Juan Vazquez

*** 03/13/2020 15:27:15 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,599

Prod Date: 07/18/2019 **Warranty Start Date:** 07/24/2019

Dealer/Contact Data:

Dealer: MI036 Summit Place Kia East

Phone: 5864631521 **FAX:** 5864633959

Contact: Justin Rowe **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: threads() + leakPic(g) +

Case History

*** 03/17/2020 08:21:47 ***
Contact = Justin Rowe, Priority = Standard, Sub Status = Dispatched

*** 03/17/2020 08:21:47 ***
Web - Problem Description created on 03/17/2020 08:21:47 and created by Justin Rowe
customer complains vehicle will not drive, will not go forward

*** 03/17/2020 08:21:48 ***
Web - Diagnostics created on 03/17/2020 08:21:48 and created by Justin Rowe
verified customers complaint, performed compression test with little to no compression, found damage to radiator, under shield, and found oil leaking from around head gasket. coolant is leaking around radiator. (video is attached). diagnosis is vehicle was driven with no coolant overheating engine and blowing head gaskets resulting in low compression issue. engine replacement necessary.

*** 03/17/2020 08:21:50 ***
IMG_5075.MOV added by Justin Rowe on 03/17/2020 08:21:48

*** 03/17/2020 08:21:52 ***
IMG_5076.JPG added by Justin Rowe on 03/17/2020 08:21:50

*** 03/17/2020 11:03:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/17/2020 11:09:30 and created by Brian Hernandez ***
1: I do agree that engine replacement will be necessary but due to the damage, it won't be covered under warranty since it was not due to a manufacture defect.

Before proceeding with replacement, we will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the OCV's. If either of these two items has failed inspection, please let me

know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Web - Advice created on 03/17/2020 11:10:51 and created by Brian Hernandez ***
2: Sorry, typo at the end of that last comment. PWA can not be approved due to outside influence.

*** 03/17/2020 11:17:17 ***
Web - Note created on 03/17/2020 11:17:16 and created by Justin Rowe
agreed, thank you brain

*** 03/17/2020 11:17:55 ***
Case Closed with Resolution Code: Warranty Exclusion-Auto Close
Resolution Summary: threads() + leakPic(g) + outsideDamage = CPshrtBlk

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,364

Prod Date: 08/19/2013 **Warranty Start Date:** 03/08/2014

Dealer/Contact Data:

Dealer: OH037 Crown Kia

Phone: 6147612360 **FAX:** 6147918220

Contact: KEITH MULLIKIN **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 03/17/2020 13:17:48 ***
Contact = KEITH MULLIKIN, Priority = Standard, Sub Status = Dispatched

*** 03/17/2020 13:17:49 ***
Web - Problem Description created on 03/17/2020 13:16:33 and created by KEITH MULLIKIN
customer traded in vehicle with a blown head gasket

*** 03/17/2020 13:17:49 ***
Web - Diagnostics created on 03/17/2020 13:16:33 and created by KEITH MULLIKIN
appears that the front bank was bad, head bolt threads coming out of block on 12 of 16 head bolts. no lower end engine noises, vehicle still ran but with a miss. We have contacted a machine shop about installing thread inserts in the block for the head bolts. I have disassembled the engine and checked connecting rod bearings, clearances appear ok between .0015-.002 on plastigage. I was concerned if the dark color of the bearings would be anything to worry about, I am attaching a picture.

*** 03/17/2020 13:17:50 ***
223192 bearing.jpg added by KEITH MULLIKIN on 03/17/2020 13:17:49

*** Service Alert Escalated to CA as: 13591442 on 03/18/2020 01:06:23 (PST)

*** 03/18/2020 07:36:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/18/2020 07:41:29 and created by Juan Vazquez ***
1: Thank you for the information and attachment. looking at the photo attached, I would be more concerned with what appears to be scoring on the bearing, and by the looks possible the crankshaft.

*** Case has been auto closed by the system on 04/03/2020 01:12:15 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,129

Prod Date: 07/17/2013 **Warranty Start Date:** 08/05/2013

Dealer/Contact Data:

Dealer: MO017 Suntrup Kia

Phone: 3148942311 **FAX:** 3148921764

Contact: Aden Sehovic **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 03/16/2020 13:18:34 ***
Contact = Aden Sehovic, Priority = Standard, Sub Status = Dispatched

*** 03/16/2020 13:18:34 ***
Web - Problem Description created on 03/16/2020 13:15:56 and created by Aden Sehovic
customer complaint: states that they have a oil and coolant leak

*** 03/16/2020 13:18:34 ***
Web - Diagnostics created on 03/16/2020 13:15:56 and created by Aden Sehovic
removed the upper and lower intake, found that the oil leak is coming from between the cylinder block and the head

*** 03/16/2020 16:20:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/16/2020 16:23:09 and created by Juan Vazquez ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture of the coolant leak and the oil leak to this case for review.

*** 03/17/2020 11:18:08 ***
158446897780088242759514022351 23.jpg added by Aden Sehovic on 03/17/2020 11:18:05

*** 03/17/2020 11:18:11 ***
158446903976535588016077065373 18.jpg added by Aden Sehovic on 03/17/2020 11:18:08

*** 03/17/2020 11:18:13 ***
158446912929068606171608762518 69.jpg added by Aden Sehovic on 03/17/2020 11:18:11

*** 03/17/2020 11:18:16 ***
158446924409435798602555615898 20.jpg added by Aden Sehovic on 03/17/2020 11:18:14

*** Web - Advice created on 03/17/2020 11:52:03 and created by Juan Vazquez ***
1: Thank you for those photos. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/17/2020 12:58:16 ***
158447525721271940723464559617O1.jpg added by Aden Sehovic on 03/17/2020 12:58:13

*** Web - Advice created on 03/17/2020 13:17:48 and created by Juan Vazquez ***
1: Thank you for the information and attachments. The attachments you have sent in are acceptable showing the engine block needs replacement.

I have generated a PWA case for you.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job.
If heads are warped I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly, thank you.

2: For GDI Engines handling and service procedures, please refer to service info and TSB ENG083.

*** 03/17/2020 13:18:31 ***
PWA Case created for RA Case 13589533 by Juan Vazquez

*** 03/17/2020 13:18:32 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 32,595

Prod Date: 04/05/2018 **Warranty Start Date:** 08/15/2018

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706 **FAX:** 5157272121

Contact: keaton schleisman **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/13/2020 12:59:49 ***
Contact = keaton schleisman, Priority = Standard, Sub Status = Dispatched

*** 03/13/2020 12:59:49 ***
Web - Problem Description created on 03/13/2020 12:59:49 and created by keaton schleisman
c/s the vehicle has started to overheat when driving

*** 03/13/2020 12:59:49 ***
Web - Diagnostics created on 03/13/2020 12:59:49 and created by keaton schleisman
checked oil level, oil smells burnt, checked coolant level it was slightly low,filled coolant, let vehicle idle to temp while checking for leaks, coolant is dark in color and has debris floating in it, cooling fan operates normally, vehicle did not overheat while idling.

*** 03/13/2020 14:47:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/13/2020 14:49:34 and created by Frank Lusic ***
1: Hello Keaton
1, Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings
if it fails then
2, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 13587767 on 03/14/2020 01:06:34 (PST)

*** 03/16/2020 12:07:27 ***
Web - Note created on 03/16/2020 12:07:27 and created by keaton schleisman
vehicle failed test and started blowing coolant out of the expansion tank under load during road test.

*** Web - Advice created on 03/16/2020 12:14:06 and created by Frank Lusic ***
1: Thank you
, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 03/17/2020 13:16:14 ***
Web - Note created on 03/17/2020 13:16:14 and created by keaton schleisman
attempted to torque to spec rear head, back right corner bolt spins in the block and doesn't tighten at all

*** Web - Advice created on 03/17/2020 13:48:39 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539 and PS213

*** 03/17/2020 13:48:55 ***
PWA Case created for RA Case 13587301 by Frank Lusic

*** 03/17/2020 13:48:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,584

Prod Date: 04/25/2013 **Warranty Start Date:** 12/27/2013

Dealer/Contact Data:

Dealer: AZ049 Earnhardt Peoria Kia

Phone: 6239336900 **FAX:** 6238764450

Contact: Bryan Caldwell **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 03/16/2020 10:31:02 ***
Contact = Bryan Caldwell, Priority = Standard, Sub Status = Dispatched

*** 03/16/2020 10:31:02 ***
Web - Problem Description created on 03/16/2020 10:31:02 and created by Bryan Caldwell
Customer complaints engine overheating

*** 03/16/2020 10:31:02 ***
Web - Diagnostics created on 03/16/2020 10:31:02 and created by Bryan Caldwell
Inspected cooling system found it was low. Performed compression test all cylinder max were 150 psi. Performed leakage test found cylinder #2 reading were 4% with cooling bubbling the radiator video attached.

*** 03/16/2020 10:31:24 ***
20200316_101657.mp4 added by Bryan Caldwell on 03/16/2020 10:31:03

*** 03/16/2020 12:02:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/16/2020 12:06:02 and created by Eric Patterson ***
1: Thank you for the information and video attached to the case.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/17/2020 09:03:49 ***
Web - Note created on 03/17/2020 09:03:49 and created by Bryan Caldwell
No metal found CCTV
Video of two bolts spinning
Bolts not stripped

*** 03/17/2020 09:04:16 ***
20200317_084851.mp4 added by Bryan Caldwell on 03/17/2020 09:03:50

*** Web - Advice created on 03/17/2020 20:19:14 and created by Eric Patterson ***
1: Thank you The block will need replaced.
2: Thank you for having the video added to the case for a quick approval.
I will create the PWA case for you now. Please look for your warranty approval email, or search the PWA Approval case by the vin
I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 03/17/2020 20:19:35 ***
PWA Case created for RA Case 13589134 by Eric Patterson

*** 03/17/2020 20:19:35 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,091

Prod Date: 09/17/2014 **Warranty Start Date:** 01/25/2015

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Jimmy Martinez **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Duplicate - WEB Case # 13537499

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Duplicate - WEB Case #

Case History

*** 03/19/2020 10:05:20 ***
Contact = Jimmy Martinez, Priority = Standard, Sub Status = Dispatched

*** 03/19/2020 10:05:20 ***
Web - Problem Description created on 03/19/2020 10:05:20 and created by Jimmy Martinez
customer says vehicle has a rough idle especially at idle

*** 03/19/2020 10:05:20 ***
Web - Diagnostics created on 03/19/2020 10:05:20 and created by Jimmy Martinez
verified complaint and mill light is on and pulled dtc for miss fires in history for 2 4 6 cleared dtcs and drove vehicle and still feel rough idle.. and then pulled dtcs for 2 4 6 misfire pending... replaced last visit exhaust cvvt and cam... removed valve cover and and checked time and timing is fine.. removed cam to see of head bolts are torqued properly and when I got to the head bolt #1 right away found bolt #1 for head bolt is stripped it just spins with no force

*** 03/19/2020 10:21:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/19/2020 10:23:43 and created by Tony Thomas ***
1: Duplicate - WEB Case # 13537499

*** 03/19/2020 10:27:15 ***
Case closed by Tony Thomas with Resolution Code : Duplicate Web Case
[Resolution Summary]
Duplicate - WEB Case # 13537499

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,324

Prod Date: 06/25/2014 **Warranty Start Date:** 11/25/2014

Dealer/Contact Data:

Dealer: ID015 Kendall Kia

Phone: 2084677000 **FAX:** 2082493701

Contact: Jason Church **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 03/19/2020 13:08:50 ***
Contact = Jason Church, Priority = Standard, Sub Status = Dispatched

*** 03/19/2020 13:08:50 ***
Web - Problem Description created on 03/19/2020 13:08:50 and created by Jason Church
Customer states that there is an oil leak coming from the vehicle after engine replacement

*** 03/19/2020 13:08:51 ***
Web - Diagnostics created on 03/19/2020 13:08:51 and created by Jason Church
Verified concern. I have added dye, cleaned the affected area, and the customer drove the vehicle. Upon return of vehicle it appears that the oil leak is coming from the upper oil pan gasket, front timing cover, and there is oil drips hanging from the back of both cylinder heads. DPSM Ralph McGuire requested that the engine be cleaned and ran in a controlled environment to monitor oil leak. Cleaned affected area and ran engine on lift with the vehicle in the air and in gear running at 50mph. Inspected vehicle after 1 hour and found that there is oil running out from in between where the engine and transmission mate, but cannot see dye when the torque converter access cover is removed. There is also dye present at the back of the RH cylinder head forming to a drip. There is also a faint dye line present on the LH cylinder head in between where the head and the block mate. No dye present on the front timing cover as of yet. DPSM requested techline case. I have attached pictures.

*** 03/19/2020 13:08:57 ***
20200319_092857.jpg added by Jason Church on 03/19/2020 13:08:51

*** 03/19/2020 13:09:02 ***
20200319_093012.jpg added by Jason Church on 03/19/2020 13:08:58

*** 03/19/2020 13:51:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/19/2020 13:54:16 and created by Jerry Gossling ***
1: Jason,

Please use a bore scope and carefully inspect the oil pressure switch for any indication of leaking oil.
Thank you

*** 03/19/2020 14:31:16 ***
Web - Note created on 03/19/2020 14:31:16 and created by Jason Church
I thought the same thing at first but did not see it leaking. I reinspected it again just now and I still do not see any leaks on the switch where the harness connects. I do see a lot of oil pooled up in the cavities between the head and the block on both sides towards the timing cover. It appears to have the dye in. I don't usually see the oil pooling up in those spots with the switch leaking. I have attached pictures

*** 03/19/2020 14:31:23 ***
20200319_151411.jpg added by Jason Church on 03/19/2020 14:31:16

*** 03/19/2020 14:31:28 ***
20200319_151310.jpg added by Jason Church on 03/19/2020 14:31:23

*** 03/19/2020 14:31:38 ***
20200319_151803.jpg added by Jason Church on 03/19/2020 14:31:29

*** Web - Advice created on 03/19/2020 14:39:10 and created by Jerry Gossling ***
1: Jason,
I recommend to remove the intake manifold for better access for closer inspection.
Thank you

*** Service Alert Escalated to CA as: 13594069 on 03/20/2020 01:06:38 (PST)

*** 03/23/2020 07:27:34 ***
Web - Note created on 03/23/2020 07:27:34 and created by Jason Church
I have removed the intake and fuel rails to inspect oil pressure switch. I have attached some pictures for you. The oil pressure switch is not leaking.

*** 03/23/2020 07:27:38 ***
20200323_075752.jpg added by Jason Church on 03/23/2020 07:27:34

*** 03/23/2020 07:27:44 ***
20200323_075759.jpg added by Jason Church on 03/23/2020 07:27:39

*** 03/23/2020 07:27:49 ***
20200323_075821.jpg added by Jason Church on 03/23/2020 07:27:44

*** 03/23/2020 07:27:54 ***
20200323_075804.jpg added by Jason Church on 03/23/2020 07:27:50

*** Web - Advice created on 03/23/2020 07:47:59 and created by Jerry Gossling ***
1: Jason,
Thank you for the pictures.
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Thank you and please list the results.

*** 03/23/2020 13:39:27 ***
Web - Note created on 03/23/2020 13:39:27 and created by Jason Church
I have checked the torque on all cylinder head bolts and they all retained 60 ft lbs or torque.

I also removed the oil filter housing and the oil pressure switch housing to inspect the gaskets. I have attached a picture of the oil pressure switch gasket. It looks like it was possible wasn't sealing properly. Not sure though.

Can you see on the previous repair what gaskets were or were not replaced?

*** 03/23/2020 13:39:32 ***
20200323_143254.jpg added by Jason Church on 03/23/2020 13:39:28

*** Web - Advice created on 03/24/2020 04:24:19 and created by Jerry Gossling ***
1: Jason,
I can't tell by the pictures what is causing the leak. This is something you are going to have to determine since I am not there to personally inspect the vehicle and unfortunately there are not any available FTS'S due to the corona-virus and my be this way for some time.
Thank you

*** 03/25/2020 15:51:53 ***
Web - Note created on 03/25/2020 15:51:52 and created by Jason Church
Alright so I overnighted the oil pressure switch housing and gasket, but when I was starting to reassemble the engine and cleaning the gasket surfaces, I noticed that there was a large amount of silicone in one area and when I removed all the silicone I noticed that the block is missing a chunk. I knew this because I have an old V6 block sitting in the corner from a 14MY sorento.

I have attached 2 photos to the case

*** 03/25/2020 15:51:57 ***
20200325_164514.jpg added by Jason Church on 03/25/2020 15:51:53

*** 03/25/2020 15:52:01 ***
20200325_164924.jpg added by Jason Church on 03/25/2020 15:51:57

*** Web - Advice created on 03/26/2020 04:48:14 and created by Jerry Gossling ***
1: Jason,
Thank you for the pictures. Please call in to discuss the case when you have the opportunity.
Thank you

*** Phone - Advice created on 03/26/2020 07:07:07 and created by Jerry Gossling ***
1: Jason called in to discuss the case per my request.
Jason & I have determine the block was damaged and the original tech tried to silicone the piece back on.
I believe by reviewing the pictures this is the cause of the oil leak. I am going to provide a parts warranty per the direction of the supervisor.

*** Phone - Advice created on 03/26/2020 07:17:26 and created by Jerry Gossling ***
1: Jason is going to request the customer's receipt for the engine replacement so we can determine if this was a re-manufactured short block or not. If it turns out to be a re-manufactured short block, Jason is going to provide a picture of the re-manufactured serial # prior to me providing a PWA parts warranty.

*** 03/26/2020 11:25:18 ***
Web - Note created on 03/26/2020 11:25:18 and created by Jason Church
I have attached the RO from the dealership that installed the reman short block. I am still not able to find the blue Reman tag on the block, but I have attached a picture of the serial number on the starter ear.

*** 03/26/2020 11:25:19 ***
kia-work.pdf added by Jason Church on 03/26/2020 11:25:18

*** 03/26/2020 11:25:24 ***
20200326_122040.jpg added by Jason Church on 03/26/2020 11:25:19

*** Web - Advice created on 03/26/2020 13:28:51 and created by Jerry Gossling ***
1: Jason,
Thank you for the pictures

See TSB & Pitstop Articles Below
Engine Replacement Practices Reminder (ENG190)

Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Kia Rermanufactured Engine Program (ENG042)
Special Service Information & Specifications for GDI High Pressure Fuel System (ENG083)
Engine Oil Pump Replacement Guidelines During Short Block Replacement (ENG084)
Engine Component Reuse Guidelines (PS539)

*** 03/26/2020 13:30:33 ***
PWA Case 13599845 created by Jerry Gossling

*** 03/26/2020 13:30:42 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,439

Prod Date: 03/14/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: IN022 Ray Skillman Westside Kia

Phone: 3172938060 **FAX:** 3172970970

Contact: hDEREK SCHWADER **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine - Overheats # Coolant & Oil leaks - Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/20/2020 05:28:49 ***
Contact = hDEREK SCHWADER, Priority = Standard, Sub Status = Dispatched

*** 03/20/2020 05:28:49 ***
Web - Problem Description created on 03/20/2020 05:18:57 and created by hDEREK SCHWADER
customer states oil is leaking from engine and coolant is leaking also temp gauge jumps around from hot to cold

*** 03/20/2020 05:28:49 ***
Web - Diagnostics created on 03/20/2020 05:18:58 and created by hDEREK SCHWADER
visual inspection found oil leak in between engine and transmission leaking down from valley of engine. indicated it was oil pressure switch however oil also coming from cylinder head. found coolant leaking from right hand cylinder head gasket and front cover. while trying to trace source of coolant leak found thick sludge built up in engine. while trying to find cause of coolant leak decided to remove right cylinder head to inspect for damage or cracking on cylinder head or cylinder block. while removing cylinder head found 4 of the 8 head bolts were not torqued down and were only finger tight. after removing all cylinder head bolts found the 4 loose head bolts covered in oil and coolant and sludge. threads in block are filled with oil coolant and sludge and unable to get bolt far enough down in the block. also found 2 of the head bolts pulled threads out of the block and will no longer tighten properly. no dtcs were found in system

*** 03/20/2020 05:38:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/20/2020 05:44:46 and created by Jerry Gossling ***
1: HDerek,
Based off of your provided information, I am going to generate a PWA case for short block replacement.
Please follow the guide lines in Pitstop 539.

See TSB & Pitstop Articles Below
Engine Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Kia Rermanufactured Engine Program (ENG042)

Special Service Information & Specifications for GDI High Pressure Fuel System (ENG083)
Engine Oil Pump Replacement Guidelines During Short Block Replacement (ENG084)
Engine Component Reuse Guidelines (PS539)

*** 03/20/2020 05:45:08 ***
PWA Case created for RA Case 13594161 by Jerry Gossling

*** 03/20/2020 05:45:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,718

Prod Date: 08/05/2013 **Warranty Start Date:** 08/24/2013

Dealer/Contact Data:

Dealer: PA059 Kia of West Chester

Phone: 6104293500 **FAX:** 6104299555

Contact: Chris Seachrist **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/23/2020 12:41:39 ***
Contact = Chris Seachrist, Priority = Standard, Sub Status = Dispatched

*** 03/23/2020 12:41:40 ***
Web - Problem Description created on 03/23/2020 12:41:39 and created by Chris Seachrist
overheating coolant loss

*** 03/23/2020 12:41:40 ***
Web - Diagnostics created on 03/23/2020 12:41:40 and created by Chris Seachrist
verfied coolant loss found head gasket leaking on driver side below thermostat housing also performed block check test and it failed the block check test exhaust gas coming back through coolant system

*** 03/23/2020 13:11:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/23/2020 13:12:56 and created by Jerry Gossling ***
1: Chris,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Thank you and please list the results.

*** 03/24/2020 07:35:47 ***
Web - Note created on 03/24/2020 07:35:47 and created by Chris Seachrist
4 head bolts near cylinder4and 6 only made it to 40 ftlbs then spun

*** Web - Advice created on 03/24/2020 09:42:49 and created by Jerry Gossling ***
1: Chris,
Thank you for the information. I am going to generate a PWA case for shot block replacement per Pitstop 539.
For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector

backup ring & injector washer seal. Refer to ENG083.

*** 03/24/2020 09:43:05 ***
PWA Case created for RA Case 13596440 by Jerry Gossling

*** 03/24/2020 09:43:05 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 13,595

Prod Date: 04/17/2018 **Warranty Start Date:** 05/31/2019

Dealer/Contact Data:

Dealer: CA300 Hanlees Kia

Phone: 5307573770 **FAX:** 5307573783

Contact: Dominic Deras **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 03/27/2020 14:51:48 ***
Contact = Dominic Deras, Priority = Standard, Sub Status = Dispatched

*** 03/27/2020 14:51:49 ***
Web - Problem Description created on 03/27/2020 14:51:48 and created by Dominic Deras
CUSTOMER STATES THERE IS COOLANT LEAKING FROM ENGINE

*** 03/27/2020 14:51:49 ***
Web - Diagnostics created on 03/27/2020 14:51:49 and created by Dominic Deras
THIS IS OUR RENTAL VEHICLE, AND IM NOT SURE EXACTLY IF I NEED TO MAKE A PWA FOR A HEAD. BUT I VERIFIED THE ENGINE IS LEAKING COOLANT. FOUND COOLANT LEAKING FROM EXHAUST MANIFOLD AREA. REMOVED EXHAUST MANIFOLD AND FOUND BUILD UP OF COOLANT BEHIND THE EXHAUST MANIFOLD AND GASKET. REMOVED BUILT UP COOLANT AND SCOPED ALL AREAS OF THE HEAD. FOUND IN ONE OF THE EXHAUST STUD THREADS ON THE HEAD, THERE IS A HOLE ON THE INSIDE OF THE THREADS, CAUSING THE COOLANT TO LEAK OUT. YOU CAN SEE THE HOLE INSIDE THE THREADS

*** 03/27/2020 14:51:49 ***
IMG_08321.jpg added by Dominic Deras on 03/27/2020 14:51:49

*** 03/27/2020 14:51:50 ***
IMG_08341.jpg added by Dominic Deras on 03/27/2020 14:51:50

*** 03/27/2020 14:51:50 ***
IMG_08361.jpg added by Dominic Deras on 03/27/2020 14:51:50

*** 03/27/2020 14:51:51 ***
IMG_08401.jpg added by Dominic Deras on 03/27/2020 14:51:50

*** 03/27/2020 14:51:51 ***
IMG_08411.jpg added by Dominic Deras on 03/27/2020 14:51:51

*** 03/27/2020 14:51:51 ***
IMG_08421.jpg added by Dominic Deras on 03/27/2020 14:51:51

*** 03/27/2020 14:51:52 ***
IMG_08431.jpg added by Dominic Deras on 03/27/2020 14:51:52

*** 03/27/2020 14:51:52 ***
IMG_08461.jpg added by Dominic Deras on 03/27/2020 14:51:52

*** 03/27/2020 14:53:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/27/2020 14:58:45 and created by Brian Hernandez ***
1: Thank you for the information and the photos on this case, Mr. Deras. No PWA is needed to replace a head on an engine. Just for a small/long block. One thing I would check before we close the case out is the torque on the head bolts.

We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/27/2020 15:15:09 ***
Web - Note created on 03/27/2020 15:15:09 and created by Dominic Deras
OK I THOUGHT SO. I WAS REALLY HOPING TO AVOID THAT CAUSE I NOW HAVE TO DO THAT ON ANOTHER V6 HAVING SIMILAR ISSUES HAHA

*** Web - Advice created on 03/27/2020 15:40:16 and created by Brian Hernandez ***
1: I'll keep an eye on this case for your updates.

*** 04/02/2020 10:25:19 ***
Web - Note created on 04/02/2020 10:25:19 and created by Dominic Deras
OK SO I WAS ABLE TO CHECK THE TORQUE ON THE HEAD BOLT AND FOUND 1 HEAD BOLT TO BE LOOSE/UNDER TORQUED. DOES THAT MEAN IT IS GETTING A HEAD OR A SHORT BLOCK?

*** 04/02/2020 10:46:10 ***
Web - Note created on 04/02/2020 10:46:10 and created by Dominic Deras
EDIT: THERE ARE 5 HEAD BOLTS ALTOGETHER THAT ARE LOOSE

*** Web - Advice created on 04/02/2020 11:20:18 and created by Brian Hernandez ***
1: Are they just loose or stripped? If stripped please send photos of the threads caught on the bolts. Are the bolts able to be torqued to 75ft/lbs?

*** 04/02/2020 11:42:11 ***
Web - Note created on 04/02/2020 11:42:11 and created by Dominic Deras
IM SO SORRY! I ACCIDENTALLY UPDATED THE WRONG CASE FOR THE SAME ISSUE ON 2 DIFFERENT CARS!

*** Web - Advice created on 04/02/2020 12:03:56 and created by Brian Hernandez ***
1: No worries. It can happen to anyone.

*** 04/02/2020 12:12:41 ***
Web - Note created on 04/02/2020 12:12:41 and created by Dominic Deras
I DIDNT EVEN REALIZE YOU ARE WORKING BOTH OF MY CASES TOO

*** Web - Advice created on 04/02/2020 12:20:52 and created by Brian Hernandez ***
<For Internal Use Only
.>

*** 04/02/2020 12:32:27 ***
Web - Note created on 04/02/2020 12:32:27 and created by Dominic Deras

OK THIS IS FOR THE CORRECT VEHICLE THIS TIME, BUT I ATTEMPTED TO TORQUE THE FIRST HEAD BOLT AND IT JUST SPUN WITHOUT EVER REACHING THE TORQUE SPEC. THERE IS A LARGE AMOUNT OF ALUM. THAT WAS PULLED OUT. PICS HAVE BEEN UPLOADED AND THANK YOU FOR YOUR PATIENTS!

*** 04/02/2020 12:32:28 ***
IMG_09381.jpg added by Dominic Deras on 04/02/2020 12:32:28

*** Web - Advice created on 04/02/2020 13:50:59 and created by Brian Hernandez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083

2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 04/02/2020 13:51:06 ***
PWA has been authorized by Brian Hernandez

*** 04/02/2020 13:51:07 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO S V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74232

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 3,962

Prod Date: 12/11/2019 **Warranty Start Date:** 01/17/2020

Dealer/Contact Data:

Dealer: NJ028 Burlington Kia

Phone: 8884580694 **FAX:** 6095897781

Contact: Steven McMahon **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 03/30/2020 07:28:41 ***
Contact = Steven McMahon, Priority = Standard, Sub Status = Dispatched

*** 03/30/2020 07:28:42 ***
Web - Problem Description created on 03/30/2020 07:28:41 and created by Steven McMahon
VEHICLE LEAKING COOLANT FROM REAR OF VEHICLE

*** 03/30/2020 07:28:42 ***
Web - Diagnostics created on 03/30/2020 07:28:42 and created by Steven McMahon
VERIFIED COMPLAINT, FOUND COOLANT LEAKING BETWEEN REAR CYLINDER HEAD AND BLOCK. LEAK IS IN THE CENTER . WILL SEND PICS

*** 03/30/2020 07:30:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/30/2020 07:33:08 and created by Frank Lusic ***
1: Hello Steven
Please remove the cylinder head or heads and inspect for a warped block and or heads by using a precision straight edge , also check for cylinder wall damage, stripped threads in the block for the head bolts please take and attach any pictures of any damage if found and attach it to the case, and if the head or block is warped let me know by how much thank you

*** 03/30/2020 07:33:31 ***
20200330_102102.jpg added by Steven McMahon on 03/30/2020 07:33:30

*** 03/30/2020 07:34:02 ***
20200330_102146.jpg added by Steven McMahon on 03/30/2020 07:34:00

*** 03/30/2020 07:34:56 ***
20200330_102106.jpg added by Steven McMahon on 03/30/2020 07:34:55

*** 03/30/2020 07:35:29 ***
20200330_102050.jpg added by Steven McMahon on 03/30/2020 07:35:28

*** Web - Advice created on 03/30/2020 08:04:42 and created by Frank Lusic ***
1: Thank you

*** Web - Advice created on 03/30/2020 11:12:11 and created by Frank Lusic ***
1: The tech called in and said that the threads have pulled out of the block on an few head bolts
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/30/2020 11:12:34 ***
PWA Case 13602342 created by Frank Lusic

*** 03/30/2020 11:12:36 ***
I have generated and approved a PWA case for you.

*** Case Escalated to CA as: 13602886 on 03/31/2020 01:10:58 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 3,680

Prod Date: 09/05/2019 **Warranty Start Date:** 10/04/2019

Dealer/Contact Data:

Dealer: TX022 Demontrond Kia

Phone: 2818727200 **FAX:** 2818720772

Contact: Tony Garza **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/30/2019 10:36:19 ***
Contact = Tony Garza, Priority = Standard, Sub Status = Dispatched

*** 12/30/2019 10:36:20 ***
Web - Problem Description created on 12/30/2019 10:33:14 and created by Tony Garza
VEHICLE OVER HEATING

*** 12/30/2019 10:36:20 ***
Web - Diagnostics created on 12/30/2019 10:33:14 and created by Tony Garza
VEHICLE IS LOW ON COOLANT HAS WHITE SMOKE COMING FROM TAIL PIPE . HAS CODES P0300 P0303 P0305 MISFIRE CODES .PERFORMED BLOCK TEST FOUND COMBUSTION LEAK .

*** 12/30/2019 10:36:21 ***
IMG_5377.jpg added by Tony Garza on 12/30/2019 10:36:21

*** 12/30/2019 10:36:43 ***
IMG_5375.MOV added by Tony Garza on 12/30/2019 10:36:21

*** 12/30/2019 14:15:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/30/2019 14:19:53 and created by Tony Thomas ***
1: Get approval to pull the head for inspection and verify the head bolts are not pulling the threads from the block.

*** Service Alert Escalated to CA as: 13490180 on 12/31/2019 01:06:44 (PST)

*** Escalated to CA as: 13490180 on 12/31/2019 01:09:17 (PST)

*** 01/02/2020 13:12:00 ***
Web - Note created on 01/02/2020 13:12:00 and created by Tony Garza
will do

*** Web - Advice created on 01/02/2020 13:36:54 and created by Tony Thomas ***
1: Thank you.

*** 01/10/2020 12:22:45 ***
Web - Note created on 01/10/2020 12:22:45 and created by Tony Garza
APOLOGIES HAVE BEEN BACK UP . SHOULD HAVE A ANSWER FOR YOU ON MONDAY IF THE BLOCK HEAD BOLT THREADS ARE GOOD ARE NOT . .

*** Web - Advice created on 01/10/2020 12:43:41 and created by Tony Thomas ***
1: Understood.

*** 01/13/2020 10:59:27 ***
Web - Note created on 01/13/2020 10:59:27 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 10:59:30 ***
IMG_5413.jpg added by Tony Garza on 01/13/2020 10:59:30

*** 01/13/2020 10:59:33 ***
IMG_5414.jpg added by Tony Garza on 01/13/2020 10:59:33

*** 01/13/2020 10:59:33 ***
IMG_5415.jpg added by Tony Garza on 01/13/2020 10:59:33

*** 01/13/2020 11:00:57 ***
Web - Note created on 01/13/2020 11:00:57 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:01:14 ***
Web - Note created on 01/13/2020 11:01:13 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:01:21 ***
Web - Note created on 01/13/2020 11:01:21 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:01:33 ***
Web - Note created on 01/13/2020 11:01:33 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:01:50 ***
Web - Note created on 01/13/2020 11:01:49 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:03:22 ***
Web - Note created on 01/13/2020 11:03:21 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:03:34 ***
Web - Note created on 01/13/2020 11:03:34 and created by Tony Garza
submitting pictures bolts are from bank 1 head

*** 01/13/2020 11:07:07 ***
Web - Note created on 01/13/2020 11:07:07 and created by Tony Garza
sorry for all the case updates it kept on showing error on my side

*** Web - Advice created on 01/13/2020 12:10:26 and created by Tony Thomas ***
1: I do not see a problem with the bolts in the photos.

*** 01/24/2020 07:48:57 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: BAD HEAD GASKETS

*** 03/30/2020 07:10:20 ***
Reopened with Sub Status of Working

*** Phone - Advice created on 03/30/2020 07:12:33 and created by Tony Thomas ***
1: SM Maurice called in to reopen the case. Engine seized after repairing the blown head gaskets. Tony will attach a video for PWA approval.

*** 03/30/2020 08:08:44 ***
Web - Note created on 03/30/2020 08:08:43 and created by Tony Garza
attached video

*** 03/30/2020 08:08:58 ***
IMG_0100.MOV added by Tony Garza on 03/30/2020 08:08:44

*** Web - Advice created on 03/30/2020 08:22:42 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS539 and PS213.

*** 03/30/2020 08:23:02 ***
PWA Case created for RA Case 13489203 by Tony Thomas

*** 03/30/2020 08:23:02 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,119

Prod Date: 05/14/2013 **Warranty Start Date:** 09/29/2013

Dealer/Contact Data:

Dealer: AZ045 Earnhardt Kia

Phone: 6023465400 **FAX:** 6023465410

Contact: Mitchell Renyer **Contact Title:** Shop Foreman **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/31/2020 09:55:53 ***
Contact = Mitchell Renyer, Priority = Standard, Sub Status = Dispatched

*** 03/31/2020 09:55:53 ***
Web - Problem Description created on 03/31/2020 09:41:23 and created by Mitchell Renyer
Vehicle is overheating.

*** 03/31/2020 09:55:53 ***
Web - Diagnostics created on 03/31/2020 09:51:23 and created by Mitchell Renyer
Brought vehicle to operating temperature and performed a cylinder block test. Found liquid to change from blue to yellow showing exhaust gases in coolant. Cylinder head gasket needs to be replaced. Removed left and right bank cylinder head and found threads coming out with bolts. Uploading photos to case.

*** 03/31/2020 09:57:00 ***
20200331_095940.jpg added by Mitchell Renyer on 03/31/2020 09:56:58

*** 03/31/2020 09:57:03 ***
20200331_095820.jpg added by Mitchell Renyer on 03/31/2020 09:57:01

*** 03/31/2020 09:57:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 03/31/2020 10:01:11 and created by Chris Schang ***
1: Mitchell,
Can you please send a photo of the valve train (as best as possible given the valve train is torn down) for maintenance verification?

*** 03/31/2020 10:06:57 ***
Web - Note created on 03/31/2020 10:06:57 and created by Mitchell Renyer
Valve train and cylinder head just got picked up from machine shop about 15 minutes ago to be inspected. I'm going to upload

photos of inside timing cover and inside of cylinder block where chain rides. Let me know if these will be enough if not I'll have to wait for cylinder head assembly to return.

*** 03/31/2020 10:07:56 ***
1585674692972296187203343326540 5.jpg added by Mitchell Renyer on 03/31/2020 10:07:54

*** 03/31/2020 10:08:28 ***
1585674732005615911004093977244 2.jpg added by Mitchell Renyer on 03/31/2020 10:08:26

*** 03/31/2020 10:08:55 ***
Web - Note created on 03/31/2020 10:08:55 and created by Mitchell Renyer
Uploaded Photos. Let me know if this will work or not.

*** Web - Advice created on 03/31/2020 10:20:47 and created by Chris Schang ***
1: Mitchell,
That should be sufficient considering I can see the BSM and its clean.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/31/2020 10:20:53 ***
PWA has been authorized by Chris Schang

*** 03/31/2020 10:20:53 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,312

Prod Date: 09/15/2014 **Warranty Start Date:** 04/29/2015

Dealer/Contact Data:

Dealer: VA025 Steven Kia

Phone: 5404379908 **FAX:** 5404379895

Contact: Daniel Rider **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 04/01/2020 06:02:59 ***
Contact = Daniel Rider, Priority = Standard, Sub Status = Dispatched

*** 04/01/2020 06:02:59 ***
Web - Problem Description created on 04/01/2020 06:02:11 and created by Daniel Rider
customer states the vehicle is overheating and stuttering.

*** 04/01/2020 06:03:00 ***
Web - Diagnostics created on 04/01/2020 06:02:11 and created by Daniel Rider
i pulled codes and found cylinder 5 misfire active, i also notice that the vehicle smokes and smells like coolant. Upon further inspection i notice coolant and oil leaking/burning from the back head gasket. Pictures are attached below.

*** 04/01/2020 06:03:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** 04/01/2020 06:06:02 ***
20200401_085023.jpg added by Daniel Rider on 04/01/2020 06:06:01

*** 04/01/2020 06:06:03 ***
20200401_085010.jpg added by Daniel Rider on 04/01/2020 06:06:02

*** Web - Advice created on 04/01/2020 06:21:18 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if the loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** Web - Advice created on 04/01/2020 06:45:46 and created by Sam Camarillo ***
<For Internal Use Only
.>

*** 04/01/2020 08:55:05 ***
Web - Note created on 04/01/2020 08:55:05 and created by Daniel Rider
i found that the back row of head bolts were loose and are just spinning. I notice that there is alot of water in the oil as well.

*** Web - Advice created on 04/01/2020 09:20:44 and created by Sam Camarillo ***
1: Ok thanks I will create and approve a PWA case.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/01/2020 09:21:27 ***
PWA Case 13604602 created by Sam Camarillo

*** 04/01/2020 09:21:36 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,533

Prod Date: 04/08/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: OH045 Jeff Wyler Fairfield Kia

Phone: 5136822500 **FAX:** 5136822510

Contact: Jason Buder **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 04/03/2020 09:50:37 ***
Contact = Jason Buder, Priority = Standard, Sub Status = Dispatched

*** 04/03/2020 09:50:38 ***
Web - Problem Description created on 04/03/2020 09:50:38 and created by Jason Buder
received new reman short block and proceeded to perform repair - put both cylinder head on and proceeded to put head bolts in to torque - as i dropped each head bolt into their holes the far top right head bolt on the right side cylinder head dropped down a half inch lower then all the others - proceeded to make my first tighten pass at 30 flbs and that bolt just spun in the hole - there was only half the amount of threads in the hole then there should have been - was told to start a techline case

*** 04/03/2020 09:50:38 ***
Web - Diagnostics created on 04/03/2020 09:50:38 and created by Jason Buder
need a new short block and there are none in the country

*** 04/03/2020 09:51:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/03/2020 09:59:01 and created by Juan Vazquez ***
1: Thank you for that information. Please attach a short video showing VIN, engine compartment and complete engine showing bolt position and treads on bolt, thank you.

*** Web - Advice created on 04/03/2020 09:59:31 and created by Juan Vazquez ***
1: Also be sure video shows clear image of blue reman tag on engine, thank you.

*** 04/03/2020 10:10:12 ***
Web - Note created on 04/03/2020 10:10:12 and created by Jason Buder
Here is video

*** 04/03/2020 10:11:18 ***
20200403_130346.mp4 added by Jason Buder on 04/03/2020 10:10:13

*** Web - Advice created on 04/03/2020 11:29:20 and created by Juan Vazquez ***
1: Thank you for that attachment. The video goes by too fast over the blue reaman tag and the characters never focus.

Please attach a clear photo showing reman blue tag, be sure all the characters are clear, thank you.

*** Service Alert Escalated to CA as: 13607228 on 04/04/2020 01:07:30 (PST)

*** 04/06/2020 04:59:14 ***
Web - Note created on 04/06/2020 04:59:14 and created by Jason Buder
Here is video of tag

*** 04/06/2020 04:59:55 ***
20200406_075628.mp4 added by Jason Buder on 04/06/2020 04:59:15

*** Web - Advice created on 04/06/2020 08:24:14 and created by Juan Vazquez ***
1: Thank you for the attachments and information provided. With the information and attachments you have verified this replacement engine has failed.

I have generated and approved a PWA case for you, based on the information you have provided, you are authorized to replace the engine.

NOTE: Be sure to use the same part number as the just failed engine as this will be a parts warranty claim.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

2: Important: When submitting claim for this case it should only have the short block, head gaskets, head bolts and minimum labor since the engine was not fully assembled or installed

*** 04/06/2020 08:24:36 ***
PWA Case created for RA Case 13606719 by Juan Vazquez

*** 04/06/2020 08:24:36 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,431

Prod Date: 07/15/2013 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: AZ042 Martin Swanty Kia

Phone: 9287181000 **FAX:** 9287181001

Contact: Tim Carlson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 04/06/2020 16:47:18 ***
Contact = Tim Carlson, Priority = Standard, Sub Status = Dispatched

*** 04/06/2020 16:47:18 ***
Web - Problem Description created on 04/06/2020 16:47:18 and created by Tim Carlson
Customer states engine keeps overheating and is consuming coolant.

*** 04/06/2020 16:47:18 ***
Web - Diagnostics created on 04/06/2020 16:47:18 and created by Tim Carlson
Found coolant mixed with engine oil, failed block test due to blown head gasket.

*** 04/06/2020 16:49:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/06/2020 16:50:34 and created by Eric Patterson ***
1: : We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/07/2020 15:30:03 ***
Web - Note created on 04/07/2020 15:30:03 and created by Tim Carlson
Three head bolts were found loose with stripped threads.

*** 04/07/2020 15:30:05 ***
20200407_152733[1].jpg added by Tim Carlson on 04/07/2020 15:30:04

*** 04/07/2020 15:30:08 ***
20200407_152757[1].jpg added by Tim Carlson on 04/07/2020 15:30:06

*** Web - Advice created on 04/07/2020 15:41:53 and created by Eric Patterson ***
1: Thank you Tim

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/07/2020 15:42:00 ***
PWA has been authorized by Eric Patterson

*** 04/07/2020 15:42:01 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 97,658

Prod Date: 04/21/2014 **Warranty Start Date:** 08/28/2014

Dealer/Contact Data:

Dealer: IL036 Rock River Kia

Phone: 8153916113 **FAX:** 8152293391

Contact: NICHOLAS MONTEMAYOR **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine Mechanical # Knocking

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 04/13/2020 09:42:10 ***
Contact = NICHOLAS MONTEMAYOR, Priority = Standard, Sub Status = Dispatched

*** 04/13/2020 09:42:11 ***
Web - Problem Description created on 04/13/2020 09:42:10 and created by NICHOLAS MONTEMAYOR
vehicle came in due to it overheating. once inspected found that the engine is making some bottom end noise and that the head gaskets have failed the oil has been mixed with coolant. there is no coolant in the radiator just some in the overflow tank. with something like this happening i know the bottom end will need to be replaced due to oil contamination and the fact that there is bearing noise coming from it. i will need to send the heads out to see if they are warped in any way correct? also with it over heating should all the components in the cyl head be replaced as well or just inspect and replace as needed?

*** 04/13/2020 09:42:11 ***
Web - Diagnostics created on 04/13/2020 09:42:11 and created by NICHOLAS MONTEMAYOR
vehicle came in due to it overheating. once inspected found that the engine is making some bottom end noise and that the head gaskets have failed the oil has been mixed with coolant. there is no coolant in the radiator just some in the overflow tank. with something like this happening i know the bottom end will need to be replaced due to oil contamination and the fact that there is bearing noise coming from it. i will need to send the heads out to see if they are warped in any way correct? also with it over heating should all the components in the cyl head be replaced as well or just inspect and replace as needed?

*** 04/13/2020 09:44:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/13/2020 09:47:47 and created by George Hall ***
1: Please attach a short video of the VIN then move the camera toward engine compartment on the crankshaft pulley area then to the oil pan. If needed, slowly increase engine RPM to1500. Submit the video to the case.
Drain some oil and attach a photo of the contaminated oil.

*** 04/13/2020 09:54:07 ***
20200413_115304.mp4 added by NICHOLAS MONTEMAYOR on 04/13/2020 09:54:00

*** 04/13/2020 09:59:51 ***
1586797142823190407995.jpg added by NICHOLAS MONTEMAYOR on 04/13/2020 09:59:50

*** Web - Advice created on 04/13/2020 10:41:58 and created by George Hall ***
1: Please add another video from the oil pan area. Slowly increase the RPM to 1,500 RPM and hold it there for 8 seconds.

*** 04/13/2020 11:11:35 ***
20200413_130920.mp4 added by NICHOLAS MONTEMAYOR on 04/13/2020 11:11:26

*** Web - Advice created on 04/13/2020 11:23:28 and created by George Hall ***
1: PWA engine approved based on the lower engine noise and coolant intermixed with engine oil.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/13/2020 11:23:56 ***
PWA Case 13613944 created by George Hall

*** 04/13/2020 11:24:01 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13654129 on 05/22/2020 01:04:57 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,004

Prod Date: 02/27/2014 **Warranty Start Date:** 05/27/2014

Dealer/Contact Data:

Dealer: MA026 Gervais Kia

Phone: 9784541202 **FAX:** 9784587577

Contact: Rayan Vimolseng **Contact Title:** Maintenance Technician **Service District:** EA02

Case Details:

Case Title: Contaminated - Engine oil #

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 04/14/2020 10:54:35 ***
Contact = Rayan Vimolseng, Priority = Standard, Sub Status = Dispatched

*** 04/14/2020 10:54:35 ***
Web - Problem Description created on 04/14/2020 10:54:35 and created by Rayan Vimolseng
Customer states resevoir is overflowing for coolant...looks brown...looks like oil and coolant intermix....

*** 04/14/2020 10:54:35 ***
Web - Diagnostics created on 04/14/2020 10:54:35 and created by Rayan Vimolseng
Start vehicle up and vehicle is making very loud rattle noise. Check for leaks and found coolant mix with oil inside.

*** 04/14/2020 10:57:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/14/2020 11:00:22 and created by George Hall ***
1: If you hear engine knocking, please attach a short video of the VIN then move the camera toward oil pan area. If needed, slowly increase engine RPM to1500. Submit the video to the case.
Attach a photo of the engine oil.

*** 04/15/2020 09:15:17 ***
Web - Note created on 04/15/2020 09:15:17 and created by Rayan Vimolseng
ok

*** Web - Advice created on 04/15/2020 09:48:17 and created by George Hall ***
<For Internal Use Only
....>

*** Service Alert Escalated to CA as: 13617538 on 04/16/2020 01:05:49 (PST)

*** 04/30/2020 08:42:16 ***
20200430_113124.mp4 added by Rayan Vimolseng on 04/30/2020 08:41:58

*** 04/30/2020 08:44:23 ***
158826142529611164879 45.jpg added by Rayan Vimolseng on 04/30/2020 08:44:22

*** 04/30/2020 08:49:30 ***
158826172599547248960 4.jpg added by Rayan Vimolseng on 04/30/2020 08:49:29

*** 04/30/2020 08:51:16 ***
Web - Note created on 04/30/2020 08:51:16 and created by Rayan Vimolseng
I can see that its leaking between the head the bottom block

*** Web - Advice created on 04/30/2020 10:53:53 and created by George Hall ***
1: Please attach a photo of the oil dipstick showing the oil level. Thanks.

*** 04/30/2020 11:31:06 ***
158827132622121450844 92.jpg added by Rayan Vimolseng on 04/30/2020 11:31:05

*** Web - Advice created on 04/30/2020 15:55:12 and created by George Hall ***
1: Please add another clear video of the engine knocking. Raise the RPM or engine braking to get a better sound captured. Thanks.

*** 05/11/2020 07:25:14 ***
Web - Note created on 05/11/2020 07:25:13 and created by Rayan Vimolseng
Still trying to get to it...sorry for the wait..

*** Web - Advice created on 05/12/2020 08:46:23 and created by George Hall ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 05/15/2020 10:05:30 ***
Web - Note created on 05/15/2020 10:05:29 and created by Rayan Vimolseng
ok

*** Web - Advice created on 05/15/2020 12:53:57 and created by George Hall ***
<For Internal Use Only
...>

*** Web - Note created on 05/29/2020 08:22:56 and created by Dan Lundgren ***

<For Internal Use Only
Called dealer - No change with diag. Vehicle still there - they are short handed. Set note to DPSM.>

*** Case 13615453 is sent on 5/29/2020 8:25:56 by Dan Lundgren
To: BZoll@Kiausa.com
Cc:
Title: Aged case - no progress

*** Web - Advice created on 05/29/2020 09:28:38 and created by George Hall ***
<For Internal Use Only
...>

*** Case has been auto closed by the system on 06/14/2020 01:07:20 (PST)
*** 06/18/2020 12:58:40 ***
Case Number: XXXXXXXX Reopen Requested by Rayan Vimolseng.

Reason: [Hi once again. I finally got to do the procedure you have provided. After removing the camshaft out the way to get to the head bolts I began to make sure I torque the head bolts to 75 ft. Lbs. As I try to torque the head bolts it just kept spinning which I think they are stripped. I also looked at the OCV for any shaving but didn't see any. I'm going to images too. Thank you.]

*** 06/18/2020 15:00:31 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/18/2020 15:01:27 and created by George Hall ***
1: The case is reopened. Please add any additional information and note as needed.

*** 06/22/2020 12:48:18 ***
Web - Note created on 06/22/2020 12:48:17 and created by Rayan Vimolseng
Thank you. After the engine teardown. Removed the camshaft and torque down the engine head bolts to 75 ft lbs the bolts kept spinning. There are no metal shaving on the ocv's.

*** 06/22/2020 12:53:55 ***
159285557963228496747.jpg added by Rayan Vimolseng on 06/22/2020 12:53:53

*** 06/22/2020 12:58:39 ***
159285749906338239095.jpg added by Rayan Vimolseng on 06/22/2020 12:58:37

*** Web - Advice created on 06/22/2020 13:29:00 and created by George Hall ***
1: Please remove head bolts and add photos of the head bolts that are stripped.

*** 06/22/2020 13:35:12 ***
159285803581946066814.jpg added by Rayan Vimolseng on 06/22/2020 13:35:11

*** Web - Advice created on 06/22/2020 16:53:04 and created by George Hall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/22/2020 16:53:34 ***
PWA Case 13688553 created by George Hall

*** 06/22/2020 16:53:39 ***
I have generated and approved a PWA case for you.

*** 06/22/2020 16:54:03 ***
Reopened with Sub Status of Working

*** 06/22/2020 16:54:30 ***
Case closed by George Hall with Resolution Code : Warranty Exclusion-Auto Close
[Resolution Summary]
Warranty Exclusion-Auto Close

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,534

Prod Date: 04/08/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: OH045 Jeff Wyler Fairfield Kia

Phone: 5136822500 **FAX:** 5136822510

Contact: Jason Buder **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Eng-Reman Engine Concern # stripped head bolts

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 04/15/2020 05:18:24 ***
Contact = Jason Buder, Priority = Standard, Sub Status = Dispatched

*** 04/15/2020 05:18:25 ***
Web - Problem Description created on 04/15/2020 05:18:24 and created by Jason Buder
this is the second reman short block that we have received that the threads for the head bolts are missing/not enough, stripped or not repaired. again i put head gasket on, put head on and proceeded to due my first sequence of torquing at 30LBS and the bottom 2 head bolts on cylinder #6 just spin.

*** 04/15/2020 05:18:25 ***
Web - Diagnostics created on 04/15/2020 05:18:25 and created by Jason Buder
need a new short block

*** 04/15/2020 05:19:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/15/2020 05:28:01 and created by Tony Thomas ***
1: Damage identified prior to being installed on the vehicle should be returned following MPA policy and create a return request through Web DCS. No Techline PWA is required.

*** Case has been auto closed by the system on 05/01/2020 01:10:04 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,214

Prod Date: 06/26/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: OR018 Ron Tonkin Kia

Phone: 5036649059 **FAX:** 5032583541

Contact: CHRISTOPH SCHAEFER **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 04/17/2020 11:14:20 ***
Contact = CHRISTOPHER SCHAEFER, Priority = Standard, Sub Status = Dispatched

*** 04/17/2020 11:14:20 ***
Web - Problem Description created on 04/17/2020 11:14:20 and created by CHRISTOPHER SCHAEFER
Engine oil leaking into cylinder block valley.

*** 04/17/2020 11:14:20 ***
Web - Diagnostics created on 04/17/2020 11:14:20 and created by CHRISTOPHER SCHAEFER
I have previously attempted to repair this oil leak by replacing the valve cover gaskets, the oil pressure switch and oil filter housing, and resealing the timing cover. Every time the vehicle would return with the same oil leak.
I finally determined it must be leaking from the cylinder head gaskets. During removal of the cylinder heads, I found the bolt hole threads around one of the cylinder head bolts of cylinder #1 had pulled from the block, and that headbolt was no longer clamping the cylinder head properly.
Cylinder block must be replaced.

*** 04/17/2020 11:17:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/17/2020 11:21:07 and created by Juan Vazquez ***
1: Thank you for that information. Please attach a short video showing VIN, complete valve train, aluminum treads on head bolt and oil leak from head gasket, thank you.

*** Case has been auto closed by the system on 05/03/2020 01:06:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,835

Prod Date: 03/31/2014 **Warranty Start Date:** 05/22/2014

Dealer/Contact Data:

Dealer: CA081 Haddad Kia

Phone: 6613980264 **FAX:** 6618362126

Contact: Luster Thompson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 04/13/2020 09:47:05 ***
Contact = Luster Thompson, Priority = Standard, Sub Status = Dispatched

*** 04/13/2020 09:47:05 ***
Web - Problem Description created on 04/13/2020 09:47:05 and created by Luster Thompson
CUSTOMER STATES THE OIL WENT INTO COOLANT SYSTEM, CHECK AND
ADVISE (TOWED IN)

*** 04/13/2020 09:47:05 ***
Web - Diagnostics created on 04/13/2020 09:47:05 and created by Luster Thompson
VERIFIED CUSTOMER CONCERN FOUND OIL AND COOLANT LEAKING OUT OF UPPER RADIATOR PORT GASKET.
PERFORMED BLOCK TEST WITH BLOCK TEST FLUID CHANGED COLOR

*** 04/13/2020 09:49:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/13/2020 09:50:54 and created by Tony Thomas ***
1: Validate proper maintenance and get approval for tear down to remove the heads for a complete inspection. Thanks.

*** Web - Advice created on 04/17/2020 09:40:57 and created by Alberto Perez ***
Luster what is the status on this vehicle?

*** Web - Advice created on 04/17/2020 09:49:13 and created by Tony Thomas ***
<For Internal Use Only
FTS notes.>

*** 04/17/2020 11:21:04 ***
Web - Note created on 04/17/2020 11:21:04 and created by Luster Thompson
WAITING FOR APPROVAL TO REMOVE CYLINDER HEADS

*** Web - Advice created on 04/17/2020 11:41:34 and created by Tony Thomas ***
1: Thank you.

*** 04/17/2020 15:57:10 ***
MAINTENANCE.1.jpg added by JAMES JUAREZ on 04/17/2020 15:57:10

*** 04/17/2020 15:57:11 ***
MAINTENANCE.2.jpg added by JAMES JUAREZ on 04/17/2020 15:57:11

*** 04/17/2020 15:57:11 ***
MAINTENANCE.3.jpg added by JAMES JUAREZ on 04/17/2020 15:57:11

*** 04/17/2020 17:22:56 ***
Web - Note created on 04/17/2020 17:22:56 and created by JAMES JUAREZ
maintenance record uploaded

*** Web - Advice created on 04/19/2020 13:11:49 and created by Tony Thomas ***
1: 2 oil change records do not validate proper maintenance. Please attach a photo of the full valve train. It is the dealer's responsibility to validate proper maintenance and warranty and it is the owner’s responsibility to maintain the engine.

*** 04/20/2020 09:43:41 ***
Web - Note created on 04/20/2020 09:43:41 and created by Luster Thompson
Pics added

*** 04/20/2020 09:43:44 ***
20200420_094145.jpg added by Luster Thompson on 04/20/2020 09:43:41

*** 04/20/2020 09:43:47 ***
20200420_094155.jpg added by Luster Thompson on 04/20/2020 09:43:44

*** Web - Advice created on 04/20/2020 09:45:35 and created by Tony Thomas ***
1: Thank you.

*** 04/20/2020 14:44:05 ***
Web - Note created on 04/20/2020 14:44:05 and created by Luster Thompson
GOT APPROVAL TO REMOVE HEADS I REMOVED HEADS BUT THE ONLY THING CONTAMINATED IS THE COOLANT SYSTEM. THERE IS NO COOLANT IN ANY OIL PORTS OR PARTS

*** Service Alert Escalated to CA as: 13612457 on 04/21/2020 01:03:46 (PST)
*** Web - Advice created on 04/21/2020 04:52:56 and created by Tony Thomas ***
1: Make sure the head bolts did not pull threads from the block and straight edge the head and block surfaces. If okay, replace the head gaskets and necessary components and test for normal operation. Thank you.

*** 04/23/2020 16:35:52 ***
Web - Note created on 04/23/2020 16:35:52 and created by Luster Thompson
BLOCK THREADING FOR CYLINDER HEADS STRIPPED OUT WILL NOT TIGHTENING UP

*** Web - Advice created on 04/23/2020 17:40:30 and created by Tony Thomas ***
1: Please attach photos of the stripped head bolts.

*** 04/24/2020 15:32:30 ***
Web - Note created on 04/24/2020 15:32:30 and created by Luster Thompson
Video and pic added

*** 04/24/2020 15:32:47 ***
20200424_152730.mp4 added by Luster Thompson on 04/24/2020 15:32:30

*** 04/24/2020 15:32:51 ***
20200424_152908.jpg added by Luster Thompson on 04/24/2020 15:32:48

*** 04/24/2020 17:49:16 ***
Web - Note created on 04/24/2020 17:49:16 and created by JAMES JUAREZ
update please

*** Web - Advice created on 04/27/2020 05:33:35 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 04/27/2020 05:33:59 ***
PWA Case created for RA Case 13613729 by Tony Thomas

*** 04/27/2020 05:33:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,873

Prod Date: 01/28/2014 **Warranty Start Date:** 03/07/2014

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: Noe Muniz **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 04/30/2020 11:41:31 ***
Contact = Noe Muniz, Priority = Standard, Sub Status = Dispatched

*** 04/30/2020 11:41:31 ***
Web - Problem Description created on 04/30/2020 11:41:31 and created by Noe Muniz
vehicle was towed in. c/s oil is leaking just had major engine repairs at another kia dealership.

*** 04/30/2020 11:41:31 ***
Web - Diagnostics created on 04/30/2020 11:41:31 and created by Noe Muniz
verified concern. there was an oil leak. at first suspected the oil was leaking from the head gasket from cylinder closes to fire wall, there was oil dripping down from the head gasket area. had to remove the intake manifold along with the injectors to further inspect location of oil leak. found the oil filter housing was leaking therefore oil was dripping along the cylinder head area making it look as if the head gasket was leaking. replaced the oil filter housing put the vehicle back together. test drove vehicle 10 miles re inspected vehicle for leaks no leaks found releasing vehicle back to customer.

*** 04/30/2020 11:42:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/30/2020 11:44:52 and created by Frank Lusic ***
1: Hello Noe
Thank you

*** 04/30/2020 11:44:56 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

*** Service Alert Escalated to CA as: 13632242 on 05/01/2020 01:05:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 115,111

Prod Date: 01/03/2014 **Warranty Start Date:** 04/05/2014

Dealer/Contact Data:

Dealer: CT030 Premier Kia

Phone: 2033152050 **FAX:** 8666850386

Contact: David Weaver **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 04/30/2020 11:43:25 ***
Contact = David Weaver, Priority = Standard, Sub Status = Dispatched

*** 04/30/2020 11:43:25 ***
Web - Problem Description created on 04/30/2020 11:42:46 and created by David Weaver
Vehicle is smoking badly (white smoke) and barely running.
Backstory - just so you know what's going on. The vehicle is out of warranty and we told the customer it has a blown head gasket at least but I think it's going to need a block due to the bolts having pulled the threads out of the block. I did not disassemble engine to verify but it's a commen issue that's been happening. So the customer started a consumer affairs case and now the Dpsm and service manager wanted me to start this PWA.

*** 04/30/2020 11:43:26 ***
Web - Diagnostics created on 04/30/2020 11:42:47 and created by David Weaver
Vehicle was down coolant. Performed block test and test failed there IS combustion gas in the coolent passages. Dpsm wanted me to remove valve cover and take pictures for maintenance verification. Engine is clean. Pictures will be uploaded along with pictures of leaks across rear cylinder head.

*** 04/30/2020 11:43:28 ***
20200430_142842.jpg added by David Weaver on 04/30/2020 11:43:26

*** 04/30/2020 11:47:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/30/2020 11:54:23 and created by Juan Vazquez ***
1: Thank you for information and attachments, attachments shows coolant leaking from head gasket.

We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold.

At this point this vehicle is out of warranty, be sure to get customers authorization before repairs, thank you.

*** 05/14/2020 08:58:42 ***
Web - Note created on 05/14/2020 08:58:42 and created by David Weaver
Attached photo of bolts on rear head. 4 bolts where loose and would not tighten down. Removed bolts and the threads from the block came with them.

*** 05/14/2020 08:58:45 ***
20200514_115529.jpg added by David Weaver on 05/14/2020 08:58:43

*** Web - Advice created on 05/14/2020 09:49:39 and created by Juan Vazquez ***
1: Thank you for those attachments. Based on information provided, I recommend replacing the engine.

NOTE: Please be sure to get customers approval for this replacement, I will be denying this PWA as this vehicle is out of warranty, and there is no product improvement or warranty extension at this time, thank you.

*** 05/14/2020 09:50:28 ***
PWA has been denied by Juan Vazquez

*** 05/14/2020 09:50:28 ***
Case closed by Juan Vazquez with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,212

Prod Date: 07/29/2014 **Warranty Start Date:** 12/23/2014

Dealer/Contact Data:

Dealer: NJ003 Cherry Hill Kia

Phone: 8563821680 **FAX:** 8563822333

Contact: Justin Burgess **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/04/2020 14:51:06 ***
Contact = Justin Burgess, Priority = Standard, Sub Status = Dispatched

*** 05/04/2020 14:51:06 ***
Web - Problem Description created on 05/04/2020 14:51:06 and created by Justin Burgess
customer states vehicle overheated and smelled coolant.

*** 05/04/2020 14:51:07 ***
Web - Diagnostics created on 05/04/2020 14:51:06 and created by Justin Burgess
upon original inspection found that the coolant would reach over 212 degrees farenheit.
the fans were operational and was low on coolant due to it boiling out of the overflow tank.
upon inspectiong of thermostat it was melted in the center were its rubber seals are built into it.
replace thermostat and test drove car.
vehicle continued to overheat and boil out of the overflow tank.
water pump is spinning, the temperature gauge reads properly and each time the system is burped.
gases now expelling from radiator when cap is opened and coolant turning a faded brown color.
upon accelerating with the radiator cap off an excessive amount of combustion gasses are forcing coolant to explode out of the radiator.
I believe the head gasket(s) and or cylinder head(s) to be damaged.
writing this case to see in which way you would like me to continue.

*** 05/04/2020 15:49:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/04/2020 15:52:54 and created by Juan Vazquez ***
1: Thank you for that information, please attach a short video showing VIN and technician performing block check

Also look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** Service Alert Escalated to CA as: 13635259 on 05/05/2020 01:06:33 (PST)

*** 05/05/2020 08:47:37 ***
Web - Note created on 05/05/2020 08:47:37 and created by Justin Burgess
no visible exterior leaks at the block/head indicating coolant leak.
the block test would not change color on tests however i pulled all six plugs and noticed that cylinder #1 in the back left was the only clean plug.
I scoped that cylinder and you can see very small drops running from the head gasket seal down into the block while the system was pressurized.
i am attaching the best picture of the scope i could find as well as the plugs.

*** 05/05/2020 08:47:39 ***
IMG_0492.jpg added by Justin Burgess on 05/05/2020 08:47:38

*** 05/05/2020 08:47:43 ***
IMG_0493.jpg added by Justin Burgess on 05/05/2020 08:47:40

*** Phone - Advice created on 05/05/2020 09:58:34 and created by Juan Vazquez ***
1: Thank you Justin for taking my call. Per our conversation, you will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

Thank you.

*** 05/05/2020 13:55:46 ***
Web - Note created on 05/05/2020 13:55:46 and created by Justin Burgess
removed timing cover and camshafts. the head bolt at the rear most closest to the cover which would tighten near cylinder #1 was loose. cannot put any torque on the bolt it continuously spins free into the block. no metal found in ocvs at this time.

*** Web - Advice created on 05/05/2020 14:58:05 and created by Juan Vazquez ***
1: Thank you for that information. Please pull the bolt that will not tighten and attach a clear photo showing block aluminum treads on bolt tread, thank you.

*** 05/06/2020 05:12:01 ***
Web - Note created on 05/06/2020 05:12:01 and created by Justin Burgess
attaching photo of the head bolt now. Also i am wondering if and when the case is authorized for block replacement will i be ordering a long block because the vehicle did overheat multiple times or a short block and rebuild?

*** 05/06/2020 05:12:03 ***
IMG-0499.jpg added by Justin Burgess on 05/06/2020 05:12:02

*** Web - Advice created on 05/06/2020 07:15:33 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the VIN and engine block damage.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly, thank you.

*** 05/06/2020 07:15:55 ***
PWA Case created for RA Case 13635076 by Juan Vazquez

*** 05/06/2020 07:15:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,450

Prod Date: 07/24/2018 **Warranty Start Date:** 12/29/2018

Dealer/Contact Data:

Dealer: FL153 Gettel Kia of Bradenton

Phone: 9414175210 **FAX:** 9413481952

Contact: Chris Ross **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/06/2020 08:04:00 ***
Contact = Chris Ross, Priority = Standard, Sub Status = Dispatched

*** 05/06/2020 08:04:00 ***
Web - Problem Description created on 05/06/2020 08:04:00 and created by Siebel eSupport
fluid leak and burning smell from around engine .Found coolant gathering at the bottom left back of the left cylinder head. PWA for warranty due to cost?

*** 05/06/2020 08:04:00 ***
Web - Diagnostics created on 05/06/2020 08:04:00 and created by Siebel eSupport
Found coolant gathering at the bottom left back of the left cylinder head. PWA for warranty due to cost?

*** 05/06/2020 08:08:53 ***
15887775574921080134469.jpg added by Chris Ross on 05/06/2020 08:08:52

*** 05/06/2020 08:08:54 ***
158877765374579494718O.jpg added by Chris Ross on 05/06/2020 08:08:54

*** 05/06/2020 08:28:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/06/2020 08:31:48 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the pictures. I was able to see the coolant residue. Techline can only authorize complete engine replacement. That may be needed in this case but it is unclear. Please pressurize the cooling system and note if the engine is leaking from the head gasket or from one of the studs in the exhaust manifold. Then remove the valve cover and check for any loose head bolts. Let me know what you found. Thanks.

*** 05/11/2020 11:06:58 ***
Web - Note created on 05/11/2020 11:06:58 and created by Chris Ross
Dug a little deeper and found this after front and heatshield was taken off. I am going to remove the manifold and see what

shows up

*** 05/11/2020 11:07:00 ***
158922037367529248392 2.jpg added by Chris Ross on 05/11/2020 11:06:58

*** 05/11/2020 11:19:40 ***
Web - Note created on 05/11/2020 11:19:40 and created by Chris Ross
Removed manifold and here is what was found

*** 05/11/2020 11:19:42 ***
158922111256410193509 30.jpg added by Chris Ross on 05/11/2020 11:19:41

*** 05/11/2020 11:19:44 ***
158922115142191747622 7.jpg added by Chris Ross on 05/11/2020 11:19:43

*** 05/11/2020 12:21:26 ***
Web - Note created on 05/11/2020 12:21:26 and created by Chris Ross
With the manifold off, the third threaded hole which is covered by the gasket and manifold has a hole in it.

*** Web - Advice created on 05/11/2020 13:58:29 and created by Brian Lall ***
1: Thanks for the pictures and letting me know what you found. My recommendation is to replace the head and to retest. If the repair is over $1500 you will need DPSM approval. Please remove the valve cover and check if any of the head bolts are loose or if there is any damage to the block threads and update the case. Thanks.

*** 05/12/2020 06:32:24 ***
Web - Note created on 05/12/2020 06:32:24 and created by Chris Ross
I am ready to check the torque and threads in the block on the head bolts. Is there a specific ft. lb you would like me to use to check them, since originally they were 30 ft. lb + 122 degrees + 92 degrees?

*** Web - Advice created on 05/12/2020 07:36:38 and created by Brian Lall ***
1: Please check them at 40 lbft and note if they are all tight or more are already loose. Thanks.

*** 05/13/2020 08:28:58 ***
Web - Note created on 05/13/2020 08:28:57 and created by Chris Ross
In the torque sequence 1,6 & 7 turned 3/4 of a turn. 6, 7 and #8 the actual head of the bolt started to/stripped out

*** 05/13/2020 08:29:00 ***
158938369382012269710 27.jpg added by Chris Ross on 05/13/2020 08:28:58

*** Web - Advice created on 05/13/2020 09:38:12 and created by Brian Lall ***
1: Please remove the bolts that were loose and inspect them to see if the threads from the block come out with them. If you can see any damage take pictures of what you find. Thanks.

*** 05/13/2020 11:23:51 ***
Web - Note created on 05/13/2020 11:23:51 and created by Chris Ross
Bolt 6 had some threads come out

*** 05/13/2020 11:23:53 ***
158939414058810812436 78.jpg added by Chris Ross on 05/13/2020 11:23:52

*** Web - Advice created on 05/13/2020 12:49:24 and created by Brian Lall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/13/2020 12:50:25 ***
PWA has been authorized by Brian Lall

*** 05/13/2020 12:50:25 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 31,135

Prod Date: 03/15/2018 **Warranty Start Date:** 04/25/2018

Dealer/Contact Data:

Dealer: AZ032 Mark Kia

Phone: 4804255300 **FAX:** 4809945711

Contact: Jesse Quintana **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine Mechanical # Misfire in Bank 2 only Case for Warranty

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/28/2020 14:47:16 ***
Contact = Jesse Quintana, Priority = Standard, Sub Status = Dispatched

*** 04/28/2020 14:47:16 ***
Web - Problem Description created on 04/28/2020 14:39:58 and created by Jesse Quintana
found misfires in cylinders 2,4,.6

*** 04/28/2020 14:47:16 ***
Web - Diagnostics created on 04/28/2020 14:39:58 and created by Jesse Quintana
removed intake manifold, and found intake and lower intake manifold to be saturated in oil checked pcv , intake hose found them to by dry

*** 04/28/2020 14:53:28 ***
image.jpg added by Jesse Quintana on 04/28/2020 14:53:26

*** 04/28/2020 16:01:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/28/2020 16:05:42 and created by John Nguyen ***
1: Jesse, please perform the engine block test as outlined in KGIS under TB022. Please attach a picture of your results to the case for review.
2: Perform a dry compression test. If any of the cylinders have low compression, please add a small amount of oil to the cylinders and perform a wet compression test. Please also perform a cylinder leak down test and note down all your readings to the case for review. Please also include if you can hear air leaking out of the cylinder and where.
3: Please provide pictures of the oil found in the intake manifold. Please also provide pictures of the top of the valves with the intake manifold removed.

*** 04/30/2020 09:35:07 ***
Web - Note created on 04/30/2020 09:35:07 and created by Jim Malvestuto
please correct the ro# to 6303249

*** Web - Advice created on 04/30/2020 09:49:25 and created by John Nguyen ***
1: This has been adjusted.

*** Web - Advice created on 04/30/2020 10:09:01 and created by John Nguyen ***
1: Technician called in to discuss this case.
2: Jesse, please update the case with your dry and wet compression numbers for documentation. Please also note your leakdown results here in the case.
3: Please inspect the cylinder walls with a borescope for any scoring or damage. If found please attach any damage found in the form of a video. to the case. Please also add the engine serial number to the case. Thanks.

*** 04/30/2020 10:28:46 ***
Web - Note created on 04/30/2020 10:28:45 and created by Jesse Quintana
unable to perform engine block test car doesn't stay running long enough to perfom test
compression test
dry 1-60psi 2-50psi 3- 50psi 4-50psi 5-50psi 6-45 psi
wet 1-50pai 2-45psi 3-50psi 4-50psi 5-50psi 6-40psi
cylinder leak down test
1-0% 2-5% 3-0% 4-0% 5-0% 6-0%
looked at each cylinder no wall damage
engine is not a reman
engine serial number G6DMKS959828 192P 3.3

*** Web - Advice created on 04/30/2020 10:43:52 and created by John Nguyen ***
1: Jesse, please inspect the engine oil for any metal contamination. Please run the engine oil through a strainer and note fi theres any metal in the strainer.
2: Remove the Exhaust OCV and check for metal on the screens and attach a photo.

*** 04/30/2020 12:04:27 ***
Web - Note created on 04/30/2020 12:04:27 and created by Jesse Quintana
Remove OCV and found no metal on the screens drained oil into a strainer And no metal debris was found

*** 04/30/2020 12:04:29 ***
094F0E51-81A6-4A62-A561-D686F695157B.jpeg added by Jesse Quintana on 04/30/2020 12:04:27

*** 04/30/2020 12:04:31 ***
1F456F9B-FEFD-4753-BC8B-9E0779521B7C.jpeg added by Jesse Quintana on 04/30/2020 12:04:30

*** 04/30/2020 12:04:33 ***
16498139-88E5-4843-921E-3B15A71ED620.jpeg added by Jesse Quintana on 04/30/2020 12:04:31

*** Web - Advice created on 04/30/2020 12:16:38 and created by John Nguyen ***
1: Jesse, please provide a 10 minute flight recording with all PCM data for review. Thanks.

*** Web - Advice created on 04/30/2020 12:27:46 and created by John Nguyen ***
1: Tech called in to discuss this case and stated that the engine does not run so he can not perform an engine block test and a flight recording.
2: Jesse I will need to run this by my lead. Please standby for a response.

*** Web - Advice created on 04/30/2020 13:30:43 and created by John Nguyen ***
1: Jesse, after some review with my supervisor he has verified some discrepancies with your readings. Please perform the dry and wet compression tests again and perform the cylinder leakdown test again. Please try another compression gauge to rule out the factor of a faulty compression gauge. Thanks.

*** Web - Advice created on 04/30/2020 13:34:51 and created by John Nguyen ***
1: Please also use a battery booster when cranking the engine during the tests. If you need assistance please seek your shop foreman to assist.

*** 04/30/2020 14:31:45 ***

Web - Note created on 04/30/2020 14:31:45 and created by Jesse Quintana
Used a different compression gauge and found one through six were between 200-210psi performed cylinder leak down test and the results are the same

*** Web - Advice created on 04/30/2020 14:42:29 and created by John Nguyen ***
1: Jesse according to your compression readings this does not sound like an engine concern. Please check for proper fuel quality by performing fuel test as outlined in KGIS under TB006. Please also inspect GDI pump fuel pressure and view injector pulse width.
2: Please also remove spark plugs and provide a picture of their condition to the case.

*** Phone - Advice created on 04/30/2020 14:53:50 and created by Juan Vazquez ***
1: Tech called, unable to hear anything, technician ended call

*** Web - Advice created on 04/30/2020 15:04:20 and created by John Nguyen ***
1: Technician called in to discuss this case. He stated that he does not think that fuel is a factor. He stated that engine oil was found in the intake manifold and causing the misfire. Tech feels the oil may be leaking past the valves.
2: Jesse if you feel that oil is leaking past the valves then there will be a percentage of cylinder leakdown. Please perform the cylinder leakdown test again and provide a picture of the gauge to the case for documentation.

*** Web - Advice created on 04/30/2020 15:28:52 and created by John Nguyen ***
1: Jesse was the intake replaced with the last engine replacement or was it reused?

*** 04/30/2020 15:54:37 ***
Web - Note created on 04/30/2020 15:54:37 and created by Jesse Quintana
intake manifold was reused

*** 04/30/2020 15:54:40 ***
AC8DFA74-6DFA-46BB-B22C-569F6730EC1C.jpeg added by Jesse Quintana on 04/30/2020 15:54:38

*** 04/30/2020 15:54:42 ***
D6EC65E9-BF96-4067-BB49-F59A0C11B716.jpeg added by Jesse Quintana on 04/30/2020 15:54:40

*** 04/30/2020 15:54:44 ***
48657155-A1E9-4F2C-A75C-D9D8D0D7C2C0.jpeg added by Jesse Quintana on 04/30/2020 15:54:42

*** 04/30/2020 15:54:46 ***
7C46F891-F98C-4C49-BD1A-620044120637.jpeg added by Jesse Quintana on 04/30/2020 15:54:45

*** 04/30/2020 15:54:48 ***
89CD94F3-6753-4A77-AD72-73CE2405AA59.jpeg added by Jesse Quintana on 04/30/2020 15:54:47

*** 04/30/2020 15:54:50 ***
4F12D71F-1BE7-4183-8923-551FAE738548.jpeg added by Jesse Quintana on 04/30/2020 15:54:49

*** Web - Advice created on 04/30/2020 16:25:12 and created by John Nguyen ***
1: Jesse, thank you for the cylinder leak down test results. Please perform the compression test again using a known good compression gauge. Please provide a continuous video of the test being performed on each cylinder and include a clear view of the VIN. Please repeat this for all six cylinders to verify that you have good compression.

*** Web - Advice created on 05/01/2020 09:25:40 and created by Gino Leon ***
Jesse, was this a long block or short block that was replaced? Check the timing chains. Usually if there is a misfire on the one bank 2,4,6, the timing jumped. Since the vehicle wont stay running. Need to check the basics. Fuel, spark, compression. also worst case scenario, the threads for the cylinder head bolts in the block stripped. Check them with a torque wrench.

*** Web - Advice created on 05/01/2020 09:39:44 and created by John Nguyen ***
<For Internal Use Only
.>

*** 05/01/2020 13:07:08 ***

IMG_0765.MOV added by Jesse Quintana on 05/01/2020 13:07:03

*** 05/01/2020 13:07:15 ***
IMG_0766.MOV added by Jesse Quintana on 05/01/2020 13:07:09

*** 05/01/2020 13:07:22 ***
IMG_0767.MOV added by Jesse Quintana on 05/01/2020 13:07:15

*** 05/01/2020 13:07:30 ***
IMG_0768.MOV added by Jesse Quintana on 05/01/2020 13:07:22

*** 05/01/2020 13:07:38 ***
IMG_0769.MOV added by Jesse Quintana on 05/01/2020 13:07:31

*** 05/01/2020 13:07:47 ***
IMG_0770.MOV added by Jesse Quintana on 05/01/2020 13:07:39

*** Web - Advice created on 05/01/2020 13:42:16 and created by John Nguyen ***
1: Jesse, Check the timing chains. Usually if there is a misfire on the one bank 2,4,6, the timing jumped. Since the vehicle wont stay running. Need to check the basics. Fuel, spark, compression. also worst case scenario, the threads for the cylinder head bolts in the block stripped. Check them with a torque wrench.

*** Web - Advice created on 05/05/2020 08:04:44 and created by Gino Leon ***
Jesse, did find anything? Graphing with the VMI on the CMP and the CKP to see if the timing is correct. Use KGIS DTC for P033500 flowchart to see how the oscilloscope signal is supposed to look.

*** Web - Advice created on 05/05/2020 08:15:33 and created by John Nguyen ***
<For Internal Use Only
.>

*** 05/07/2020 15:56:20 ***
Web - Note created on 05/07/2020 15:56:20 and created by Jim Malvestuto
checked and found timing off on both banks, 1 tooth bank 1, 2 teeth bank 2. Found timing tensioner will not tighten to block, lower bolts are stripped

*** Web - Advice created on 05/07/2020 16:10:19 and created by John Nguyen ***
1: Jim, thank you for the update. Based on the information provided, Please add a continuous video (including Vin Plate) of the valve train to the case and the underside of the valve cover for the maintenance inspection. Since this is a V6 the front bank only is acceptable. IF THE VALVE TRAIN IS SLUDGED, Please have the customer gather as many receipts as possible.

*** 05/07/2020 16:44:49 ***
Web - Note created on 05/07/2020 16:44:49 and created by Jesse Quintana
This is a new engine with the only 100 miles on it do you still need continuous video

*** Web - Advice created on 05/08/2020 07:37:28 and created by John Nguyen ***
1: Jim, unfortunately this is necessary for documentation purposes and is part of protocol. Please upload a continuous video for review. Thanks.

*** 05/08/2020 08:06:16 ***
Web - Note created on 05/08/2020 08:06:16 and created by Russell Hahn
Sludge video uploaded.

*** 05/08/2020 08:06:54 ***
20200508_080252.mp4 added by Russell Hahn on 05/08/2020 08:06:18

*** Web - Advice created on 05/08/2020 08:41:07 and created by John Nguyen ***
1: Jesse, thank you for the video attachment. Was this a reman engine long block installed? If so please attach a picture of the serial number or blue plate

*** 05/08/2020 08:43:24 ***

Web - Note created on 05/08/2020 08:43:24 and created by Jim Malvestuto
It was a new engine as reman was not available. Do you still need a picture?

*** Web - Advice created on 05/08/2020 08:46:21 and created by John Nguyen ***
1: Yes, please provide a picture of the serial number badge for documentation.

*** 05/08/2020 08:56:44 ***
20200508_085440.jpg added by Russell Hahn on 05/08/2020 08:56:42

*** Web - Advice created on 05/08/2020 09:01:08 and created by John Nguyen ***
1: Russell, I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please refer to service info and TSB ENG083 for GDI component replacements.

*** 05/08/2020 09:03:58 ***
PWA Case created for RA Case 13629469 by John Nguyen

*** 05/08/2020 09:03:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,776

Prod Date: 10/11/2017 **Warranty Start Date:** 04/26/2018

Dealer/Contact Data:

Dealer: TX147 Peltier Kia Tyler

Phone: 9035817688 **FAX:** 9035816021

Contact: Ruben Gutierrez **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 05/14/2020 11:18:30 ***
Contact = Ruben Gutierrez, Priority = Standard, Sub Status = Dispatched

*** 05/14/2020 11:18:30 ***
Web - Problem Description created on 05/14/2020 11:18:30 and created by Ruben Gutierrez
Customer states when car sits for about 5hours and they start it vehicle will blow white smoke out of the tailpipe it doesnt matter on the weather type

*** 05/14/2020 11:18:30 ***
Web - Diagnostics created on 05/14/2020 11:18:30 and created by Ruben Gutierrez
Inspected oil level and conditions found oil level good and condition good. Found coolant reservoir low vehicle did blow a little white smoke after i let sit video below. Customer also has video of vehicle blowing alot of smoke on first start up.

*** 05/14/2020 11:18:55 ***
20200514_125919.mp4 added by Ruben Gutierrez on 05/14/2020 11:18:31

*** 05/14/2020 11:26:14 ***
IMG_5253.3gp added by Ruben Gutierrez on 05/14/2020 11:26:14

*** 05/14/2020 11:29:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/14/2020 11:31:56 and created by Frank Lusic ***
1: Hello Ruben
does the smoke smell like oil or coolant ?

*** 05/15/2020 07:57:53 ***
Web - Note created on 05/15/2020 07:57:53 and created by Ruben Gutierrez
It kind of smells like oil but it is white

*** Web - Advice created on 05/15/2020 08:10:34 and created by Frank Lusic ***
1: Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings

*** 05/15/2020 12:18:08 ***
Web - Note created on 05/15/2020 12:18:07 and created by Ruben Gutierrez
performed block test after test drive fluid did not change color

*** Web - Advice created on 05/15/2020 12:36:52 and created by Frank Lusic ***
1: 1, remove the oil filler cap and take a picture of the inside of the valve train attach it to this case

*** 05/15/2020 13:53:14 ***
Web - Note created on 05/15/2020 13:53:14 and created by Ruben Gutierrez
Oil cap removed

*** 05/15/2020 13:53:18 ***
158957595086841186685039909853 94.jpg added by Ruben Gutierrez on 05/15/2020 13:53:16

*** Web - Advice created on 05/15/2020 14:08:56 and created by Frank Lusic ***
1: Thank you, the valve train looks clean
1, after the vehicle has sat start the engine, if it smokes turn it off immediately, remove all of the spark plugs ans attach a picture of all of the plugs

*** 05/18/2020 07:25:46 ***
Web - Note created on 05/18/2020 07:25:45 and created by Ruben Gutierrez
Pic of plugs below

*** 05/18/2020 07:25:48 ***
158981188240916993025 34.jpg added by Ruben Gutierrez on 05/18/2020 07:25:46

*** 05/18/2020 07:25:50 ***
158981189753912938859 96.jpg added by Ruben Gutierrez on 05/18/2020 07:25:48

*** Web - Advice created on 05/18/2020 09:05:51 and created by Frank Lusic ***
1: I do not see any oil ash on the plugs , do any of the plugs small like coolant

*** 05/18/2020 10:52:36 ***
Web - Note created on 05/18/2020 10:52:35 and created by Ruben Gutierrez
No they do not smell like coolant and are not wet

*** Web - Advice created on 05/18/2020 11:42:05 and created by Frank Lusic ***
1: I called Ruben and we discussed the case and how the oil level was still full and is this was oil smoke the oil level would be low Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 05/19/2020 10:46:48 ***
Web - Note created on 05/19/2020 10:46:48 and created by Ruben Gutierrez
removed cam to gain access to head bolts attempted to loosen one by one and the all felt around the same tightness did not find any real loose bolt advise..

*** Web - Advice created on 05/19/2020 11:16:34 and created by Frank Lusic ***
1: that is strange
1, is there any oil on the back sides of the intake valves ?
2, is there oil in the PCV hose or in the PCV vent hose ?

*** 05/19/2020 12:30:41 ***
Web - Note created on 05/19/2020 12:30:40 and created by Ruben Gutierrez
Attached pic of intake valves

*** 05/19/2020 12:30:42 ***
158991655763616115105 80.jpg added by Ruben Gutierrez on 05/19/2020 12:30:41

*** Web - Advice created on 05/19/2020 13:14:57 and created by Frank Lusic ***
1: please attach better pictures of all of the valves

*** 05/19/2020 13:18:13 ***
Web - Note created on 05/19/2020 13:18:13 and created by Ruben Gutierrez
Valve pics

*** 05/19/2020 13:18:16 ***
158991931556216593803241207837 22.jpg added by Ruben Gutierrez on 05/19/2020 13:18:14

*** 05/19/2020 13:18:18 ***
158991935704044607013359875414 9.jpg added by Ruben Gutierrez on 05/19/2020 13:18:16

*** 05/19/2020 13:18:21 ***
158991936903412689307560295771 88.jpg added by Ruben Gutierrez on 05/19/2020 13:18:19

*** 05/19/2020 13:18:23 ***
158991938513519752059956939421 90.jpg added by Ruben Gutierrez on 05/19/2020 13:18:21

*** 05/19/2020 13:18:26 ***
158991939869246629848601200952 9.jpg added by Ruben Gutierrez on 05/19/2020 13:18:24

*** 05/19/2020 13:18:28 ***
158991943641014477324581183417 49.jpg added by Ruben Gutierrez on 05/19/2020 13:18:26

*** Web - Advice created on 05/19/2020 13:52:47 and created by Frank Lusic ***
1: I called Ruben
I asked him to remove the cylinder heads to check the head gasket and threads in the block

*** 05/20/2020 06:18:21 ***
Web - Note created on 05/20/2020 06:18:21 and created by Ruben Gutierrez
loosened and re torqued head bolts and they all torqued and did not pull block threads

*** Web - Advice created on 05/20/2020 07:06:29 and created by Frank Lusic ***
1: Thank you,
1, please remove the heads from the block
2, rotate the cranks shaft to inspect all of the cylinder walls for any irregularities, attach pictures if any are found
3, look inside the exhaust ports at the back side of the exhaust valves to oil on the valves

*** 05/20/2020 11:27:19 ***
Web - Note created on 05/20/2020 11:27:19 and created by Ruben Gutierrez
Pics of head gaskets and exhaust valves and 1 cylinder i did not notice anything abnormal on cylinder walls there is some carbon on the pistons

*** 05/20/2020 11:27:22 ***
20200520_125927.jpg added by Ruben Gutierrez on 05/20/2020 11:27:20

*** 05/20/2020 11:27:25 ***
20200520_125930.jpg added by Ruben Gutierrez on 05/20/2020 11:27:23

*** 05/20/2020 11:27:28 ***
20200520_130209.jpg added by Ruben Gutierrez on 05/20/2020 11:27:26

*** 05/20/2020 11:27:31 ***
20200520_130415.jpg added by Ruben Gutierrez on 05/20/2020 11:27:29

*** 05/20/2020 11:27:34 ***
20200520_130336.jpg added by Ruben Gutierrez on 05/20/2020 11:27:31

*** 05/20/2020 11:27:37 ***
158999919981132419787107453975 33.jpg added by Ruben Gutierrez on 05/20/2020 11:27:35

*** Web - Advice created on 05/20/2020 11:53:41 and created by Frank Lusic ***
1: Thank you, it looks like oil is bypassing the rings
the engine will need to be replaced , be sure to have the heads rebuilt

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/20/2020 11:54:06 ***
PWA Case 13652252 created by Frank Lusic

*** 05/20/2020 11:54:16 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,178

Prod Date: 08/26/2013 **Warranty Start Date:** 02/23/2014

Dealer/Contact Data:

Dealer: GA102 Matthews Kia of Cartersville

Phone: 7703868400 **FAX:** 7703861024

Contact: Robert Gehring **Contact Title:** Maintenance Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 05/18/2020 13:53:23 ***
Contact = Robert Gehring, Priority = Standard, Sub Status = Dispatched

*** 05/18/2020 13:53:23 ***
Web - Problem Description created on 05/18/2020 13:53:23 and created by Robert Gehring
engine overheating

*** 05/18/2020 13:53:23 ***
Web - Diagnostics created on 05/18/2020 13:53:23 and created by Robert Gehring
check coolant check cooling fan operation found overheating and coolant leaking from front cyl head

*** 05/18/2020 14:53:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/18/2020 14:56:20 and created by Frank Lusic ***
1: Hello Robert
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 05/19/2020 10:32:31 ***
Web - Note created on 05/19/2020 10:32:31 and created by Robert Gehring
i have pulled the left side camshafts from the head tried to retorque head bolts found lower head bolts unable to be torqued threads pulled from block

*** Web - Advice created on 05/19/2020 10:35:29 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/19/2020 10:35:51 ***
PWA Case 13650692 created by Frank Lusic

*** 05/19/2020 10:35:55 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 172,507

Prod Date: 09/23/2013 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: GA097 Carriage Kia of Woodstock

Phone: 6787442000 **FAX:** 6787442052

Contact: brad erickson **Contact Title:** Porter **Service District:** SO13

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Rod Bearings

Resolution:

Case History

*** 05/19/2020 13:29:11 ***
Contact = brad erickson, Priority = Standard, Sub Status = Dispatched

*** 05/19/2020 13:29:11 ***
Web - Problem Description created on 05/19/2020 13:26:01 and created by brad erickson
VEHICLE CAME IN FOR A OVER HEATING CONCERN. LIFTED VEHICLE AND FOUND OBVIOUS SIGNS THAT THE HEAD GASKETS HAVE BLOWN. CUSTOMER GOT WITH THERE EXTENDED WARRANTY COMPANY AND GOT THE APPROVAL TO REPLACE THE SHORT BLOCK IF THE HEADS WERE GOOD AND THEY WERE. SO I REPLACED THE SHORT BLOCK PUT THE VEHICLE ALL BACK TOGETHER ADDED OIL AND COOLANT. VEHICLE RAN ON MY RACK FOR HOURS BURPING THE COOLANT SYSTEM, PULLED IT OUTSIDE TO WORK ON SOMETHING ELSE. AFTER A FEW HOURS BROUGHT THE VEHICLE BACK IN AND NOTICED A KNOCK COMING FROM THE BOTTOM END, NOT EVEN 5 MINS LATER THE KNOCK GOT A LOT WORSE. I'M GUESSING THIS WILL BE PARTS WARRANTY MY SERVICE MANAGER JUST WANTED ME TO LET YOU KNOW OF THE SITUATION. THANK YOU

*** 05/19/2020 13:29:12 ***
Web - Diagnostics created on 05/19/2020 13:29:12 and created by Siebel eSupport
VEHICLE CAME IN FOR A OVER HEATING CONCERN. LIFTED VEHICLE AND FOUND OBVIOUS SIGNS THAT THE HEAD GASKETS HAVE BLOWN. CUSTOMER GOT WITH THERE EXTENDED WARRANTY COMPANY AND GOT THE APPROVAL TO REPLACE THE SHORT BLOCK IF THE HEADS WERE GOOD AND THEY WERE. SO I REPLACED THE SHORT BLOCK PUT THE VEHICLE ALL BACK TOGETHER ADDED OIL AND COOLANT. VEHICLE RAN ON MY RACK FOR HOURS BURPING THE COOLANT SYSTEM, PULLED IT OUTSIDE TO WORK ON SOMETHING ELSE. AFTER A FEW HOURS BROUGHT THE VEHICLE BACK IN AND NOTICED A KNOCK COMING FROM THE BOTTOM END, NOT EVEN 5 MINS LATER THE KNOCK GOT A LOT WORSE. I'M GUESSING THIS WILL BE PARTS WARRANTY MY SERVICE MANAGER JUST WANTED ME TO LET YOU KNOW OF THE SITUATION. THANK YOU

*** 05/19/2020 14:17:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/19/2020 14:32:46 and created by Juan Vazquez ***
1: Thank you for that information. Yes if this block is defective, repair will be as parts warranty.

Please verify that original repair order is closed and invoiced, and attach all copies to this case.

Attach a short video showing VIN and engine knock.

Attach a photo of the engine reman blue tag, the serial number has to be clearly visible.

*** Case 13651060 is sent on 5/19/2020 15:23:10 by Stephen Thomas
To: stephenthomas@kiausa.com
Cc:
Title: 13651060

*** Service Alert Escalated to CA as: 13651471 on 05/20/2020 01:04:48 (PST)

*** Case has been auto closed by the system on 06/04/2020 01:13:14 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 111,891

Prod Date: 08/08/2014 **Warranty Start Date:** 11/07/2014

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123 **FAX:** 3077750125

Contact: christopher hoot **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/22/2020 13:30:03 ***
Contact = christopher hoot, Priority = Standard, Sub Status = Dispatched

*** 05/22/2020 13:30:03 ***
Web - Problem Description created on 05/22/2020 13:30:03 and created by christopher hoot
customer states vehicle losing coolant

*** 05/22/2020 13:30:04 ***
Web - Diagnostics created on 05/22/2020 13:30:04 and created by christopher hoot
head bolts have pulled out of block. see attached video

*** 05/22/2020 13:30:29 ***
20200522_140545[1].mp4 added by christopher hoot on 05/22/2020 13:30:04

*** 05/22/2020 13:53:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/22/2020 13:57:16 and created by Jerry Gossling ***
1: Christopher,
Based off of your video and information, I recommend to replace the engine, but unfortunately this vehicle is out of power train warranty.
Thank you

*** Service Alert Escalated to CA as: 13655437 on 05/23/2020 01:04:55 (PST)

*** Case has been auto closed by the system on 06/07/2020 01:10:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,014

Prod Date: 05/31/2013 **Warranty Start Date:** 07/04/2013

Dealer/Contact Data:

Dealer: TX041 World Car Kia New Braunfels

Phone: 8306064200 **FAX:** 8306064240

Contact: robert lopez **Contact Title:** Dual Technician **Service District:** SW05

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 05/27/2020 05:40:08 ***
Contact = robert lopez, Priority = Standard, Sub Status = Dispatched

*** 05/27/2020 05:40:09 ***
Web - Problem Description created on 05/27/2020 05:18:47 and created by robert lopez
customer states oil leak or coolant leak.

*** 05/27/2020 05:40:09 ***
Web - Diagnostics created on 05/27/2020 05:18:47 and created by robert lopez
inspected for leaks and found oil leak to be present. i inspected coolant level and it was full in radiator and coolant reservoir. i inspected bottom end of vehicle and found oil to be coming from the top. i inspected valve cover gaskets and both are dry. i removed upper and lower intake manifold and found oil to be present in center cavity. i see oil all around head gasket area and oil pressure switch housing. disconnected oil pressure switch connector and connector is not contaminated.

*** 05/27/2020 06:09:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 05/27/2020 06:14:50 and created by Sam Camarillo ***
1: If it is not leaking from the sender or the oil filter housing I would suggest cleaning the area, use a tracer dye and recheck.

*** Case has been auto closed by the system on 06/12/2020 01:11:38 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 81,975

Prod Date: 05/27/2014 **Warranty Start Date:** 06/06/2014

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 **FAX:** 3012790985

Contact: Wilbert Lim **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Rough idle/Misfire # P0300 - P0018 - P0302 - P0304 - P0306

Symptom: Rough Idle **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Case Created

Case History

*** 05/29/2020 08:06:49 ***
Contact = Joshua Kozlowski, Priority = Standard, Sub Status = Dispatched

*** 05/29/2020 08:06:49 ***
Web - Problem Description created on 05/29/2020 08:06:49 and created by Joshua Kozlowski
customer states rough idle and check engine light on

*** 05/29/2020 08:06:50 ***
Web - Diagnostics created on 05/29/2020 08:06:50 and created by Joshua Kozlowski
codes p0300 p0018 p0302 p0304 p0306 - external front head gasket leak - suspect engine block thread problem

*** 05/29/2020 08:32:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/29/2020 08:40:52 and created by Brian Lall ***
1: Please take pictures showing the leak from the head gasket and attach it to the case. Please also note the oil level and condition and remove the intake OCV. Take pictures of the OCV showing any debris and attach them to the case as well. Thanks.

*** 06/01/2020 05:39:55 ***
Web - Note created on 06/01/2020 05:39:55 and created by Joshua Kozlowski
ocv valve showing some slight metal debris - image of head gasket leak (note - very hadr to take a good picture of this area) - image of spark plugs - clean valve train,oil level full

*** 06/01/2020 05:39:57 ***
IMG_4032.jpg added by Joshua Kozlowski on 06/01/2020 05:39:56

*** 06/01/2020 05:39:58 ***
IMG_3976.jpg added by Joshua Kozlowski on 06/01/2020 05:39:57

*** 06/01/2020 05:40:00 ***
IMG_4033.jpg added by Joshua Kozlowski on 06/01/2020 05:39:58

*** Web - Advice created on 06/01/2020 07:09:14 and created by Brian Lall ***
1: Thanks for the pictures. I can see what looks like some residue on the head and block in the head gasket area but I cannot see a clear source of any leak. If you clean that area and run the engine can you verify it is leaking? I did not see any metal on the OCV but the condition of the spark plugs indicates there is likely oil burning and that could be the cause of the misfire. Is the leak on bank 1 or bank 2?

*** 06/01/2020 08:12:16 ***
Web - Note created on 06/01/2020 08:12:15 and created by Joshua Kozlowski
both showing leaks - hard to capture images on the front one

*** 06/01/2020 08:33:34 ***
Web - Note created on 06/01/2020 08:33:34 and created by Joshua Kozlowski
leakdown test #2 #3 #4 cylinders showing between 15% and 18% leakdown

*** Web - Advice created on 06/01/2020 08:37:21 and created by Brian Lall ***
1: Is the leak oil or coolant? What is the oil level and condition? Please get authorization to remove the valve covers and check for any loose head bolts. Thanks.

*** 06/01/2020 09:00:34 ***
Web - Note created on 06/01/2020 09:00:34 and created by Joshua Kozlowski
cannot remove head bolts without removing cam shafts- oil level full,clean valve train (see images) - oil leaking in image - some coolant leaking near thermostat housing from from head gasket (very hard to capture with a picture)your thought where that the plugs show oil burn - leakdown test results provided in earliewr notes

*** 06/01/2020 09:00:37 ***
IMG_4035.jpg added by Joshua Kozlowski on 06/01/2020 09:00:35

*** 06/01/2020 09:00:39 ***
IMG_4034.jpg added by Joshua Kozlowski on 06/01/2020 09:00:37

*** Web - Advice created on 06/01/2020 09:36:16 and created by Brian Lall ***
1: If you are sure the leaks are from the head gasket, please get authorization to check the head bolts to find out if any are loose indicating the threads in the block are damaged. Thanks.

*** 06/01/2020 12:38:06 ***
Web - Note created on 06/01/2020 12:38:05 and created by Joshua Kozlowski
threads from block on bolts

*** 06/01/2020 12:38:08 ***
IMG_4045.jpg added by Joshua Kozlowski on 06/01/2020 12:38:06

*** 06/01/2020 12:38:11 ***
IMG_4046.jpg added by Joshua Kozlowski on 06/01/2020 12:38:08

*** Web - Advice created on 06/01/2020 14:02:28 and created by Brian Lall ***
1: Thanks for the pictures and for verifying. Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you. Thanks.

*** 06/01/2020 14:03:18 ***
PWA has been authorized by Brian Lall

*** 06/01/2020 14:03:18 ***
Case closed by Brian Lall with Resolution Code : Information Taken
[Resolution Summary]
PWA Case Created

*** 06/15/2020 10:19:10 ***
Case Number: XXXXXXXX Reopen Requested by Wilbert Lim.
Reason: [After replacing short block and faulty timing chain tensioner, still have same code P0300 active, P0302 pending, P0304 and P0306 history. So, then we replaced both timing chains and gears on a the crankshaft, but then still has same exact issue. Therefore, we went to do a further diagnosed did Oscilloscope normal, did power and ground from coils, spark plugs, OCV Ohm still same. So, then I did fuel pressure that has a reading of 450 to 300 kpa which kind of low and vacuum test that has a reading of 22 inch of mecury, did a snap for 4000 rpm it goes to 25 and back to 22; thereafter we swapped IDB, Fuel Pressure Pump from a known good one and even replaced a brand new CPU and still have same issue.]

*** 06/15/2020 10:21:23 ***
Reopen Denied by Brian Lall
Reason: This concern is with the new engine so you will need a new repair assistance case for this concern.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,853

Prod Date: 03/21/2013 **Warranty Start Date:** 07/20/2013

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Mark Novak **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Built Incorrectly **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 05/29/2020 14:08:45 ***
Contact = Mark Novak, Priority = Standard, Sub Status = Dispatched

*** 05/29/2020 14:08:45 ***
Web - Problem Description created on 05/29/2020 14:04:44 and created by Mark Novak
hello,
I'm just getting back to this ,my cylinder heads came back this week, today I was putting the heads back on.
before I even got to the first 90 degrees of the 118-122 turn I could fell two of the bolts loose clamping force/tension, I went ahead and finished the procedure, but on those bolts I'm confidant, they have pulled out of the block, Not totally, but they are loose. and others seems" TOO TIGHT" a lot of effort to complete the turn's/angles, as if they bottomed out.
There is something wrong with the threads in those holes, I have only done one head the other is still off,
What is the call on this??

*** 05/29/2020 14:08:46 ***
Web - Diagnostics created on 05/29/2020 14:04:44 and created by Mark Novak
reassembly trouble loose/ worn/ threads in cylinder head bolt holes
new bolts gaskets
all according to kgis/pitstops.

*** 05/29/2020 14:35:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/29/2020 14:40:59 and created by Juan Vazquez ***
1: Thank you for that information. Please remove he bolts that did not clamp down and attach photos showing aluminum block treads. Also attach close up photos showing reman blue tag on this engine, need to see serial number, thank you.

*** Service Alert Escalated to CA as: 13662471 on 05/30/2020 01:06:32 (PST)

*** 05/30/2020 06:40:45 ***
Web - Note created on 05/30/2020 06:40:45 and created by Mark Novak
OKEYIEDOKEY,
I'm off until Tuesday,
so some time Tuesday, I'll pull that head off and send out those pictures, Thanks for Your help!!

*** Web - Advice created on 06/01/2020 07:27:11 and created by Juan Vazquez ***
1: No problem, stay safe.

*** 06/02/2020 05:03:31 ***
159109934826065286739789437431 15.jpg added by Mark Novak on 06/02/2020 05:03:29

*** 06/02/2020 05:03:32 ***
159109937471441118640333568546 37.jpg added by Mark Novak on 06/02/2020 05:03:31

*** 06/02/2020 05:08:02 ***
Web - Note created on 06/02/2020 05:08:02 and created by Mark Novak
Ok,here are the pictures.

*** 06/02/2020 05:08:22 ***
20200602_080425.mp4 added by Mark Novak on 06/02/2020 05:08:03

*** 06/02/2020 05:08:24 ***
159109957748777246611131508384 46.jpg added by Mark Novak on 06/02/2020 05:08:22

*** Web - Advice created on 06/02/2020 09:13:14 and created by Juan Vazquez ***
1: Thank you for the attachments and information provided. With the information and attachments you have verified this replacement engine has failed and will need to be replaced again due to treads coming off the cylinder block.

I have generated and approved a PWA case for you, based on the information you have provided, you are authorized to replace the engine.

NOTE: Be sure to use the same part number as the just failed engine as this will be a parts warranty claim.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

*** Web - Advice created on 06/02/2020 09:17:00 and created by Juan Vazquez ***
1: Note: on prior repair order 80853, you will not be charging labor because the engine was not installed. The labor will be charged on this repair order, thank you.

*** 06/02/2020 09:17:47 ***
PWA Case 13665131 created by Juan Vazquez

*** 06/02/2020 09:17:56 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,746

Prod Date: 02/12/2013 **Warranty Start Date:** 04/26/2013

Dealer/Contact Data:

Dealer: PA085 Kia On The Boulevard

Phone: 2156719000 **FAX:** 2156719252

Contact: roberto norwood **Contact Title:** Technician Trainee **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/05/2020 05:19:43 ***
Contact = roberto norwood, Priority = Standard, Sub Status = Dispatched

*** 06/05/2020 05:19:43 ***
Web - Problem Description created on 06/05/2020 05:19:43 and created by roberto norwood
car over heating and mil light on

*** 06/05/2020 05:19:43 ***
Web - Diagnostics created on 06/05/2020 05:19:43 and created by roberto norwood
car is over heating found oil leaks coolant residue coming from rear head so im assuming the head gasket is blown i even pressure tested cooling system and coolant is leaking from rear head found oil in coolant resovour mixed with coolant and sludge on oil cap car did have a code for P0303 its status was(history).

*** 06/05/2020 06:13:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 06/05/2020 06:18:36 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 06/05/2020 09:36:59 ***
Web - Note created on 06/05/2020 09:36:59 and created by roberto norwood
When I applied 50lb-ft torque 3/ out of the 8 bolts in the head did start spinning mid torque

*** Web - Advice created on 06/05/2020 10:06:54 and created by Sam Camarillo ***
1: Ok we will need an engine for it. I will create a PWA for you

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/05/2020 10:07:49 ***
PWA Case created for RA Case 13668981 by Sam Camarillo

*** 06/05/2020 10:07:49 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,442

Prod Date: 08/21/2017 **Warranty Start Date:** 02/20/2018

Dealer/Contact Data:

Dealer: PA051 South Hills Kia

Phone: 7249414300 **FAX:** 7249412504

Contact: Jim Watts **Contact Title:** Service Manager **Service District:** EA10

Case Details:

Case Title: Engine Mechanical # Stripped head bolts Case for Warranty

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/11/2020 07:06:13 ***
Contact = Jim Watts, Priority = Standard, Sub Status = Dispatched

*** 06/11/2020 07:06:13 ***
Web - Problem Description created on 06/11/2020 07:06:13 and created by Jim Watts
customer states the vehicle's ac stopped working and then all power was lost -vehicle was overheating and stopped running

*** 06/11/2020 07:06:13 ***
Web - Diagnostics created on 06/11/2020 07:06:13 and created by Jim Watts
verified issue-overheating
no coolant in system
no external leaks found
performed block test - FAILED
removed valve cover and checked head bolts
found head bolt loose and will not tighten (middle bolt)

*** 06/11/2020 09:41:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 RA Cases

*** Web - Advice created on 06/11/2020 09:44:47 and created by Aldo Parada ***
1: Please send clear pictures of the head bolts, show the stripped threads.

*** 06/11/2020 10:19:15 ***
Web - Note created on 06/11/2020 10:19:15 and created by Jim Watts
attached

*** 06/11/2020 10:19:17 ***
headbolt.jpg added by Jim Watts on 06/11/2020 10:19:16

*** Web - Advice created on 06/11/2020 10:49:39 and created by Aldo Parada ***

1: Thank you, I will approve for an engine replacement under power train warranty.

*** 06/11/2020 10:50:05 ***
PWA Case created for RA Case 13675675 by Aldo Parada

*** 06/11/2020 10:50:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 25,673

Prod Date: 12/19/2018 **Warranty Start Date:** 02/07/2019

Dealer/Contact Data:

Dealer: OK007 Ferguson Kia

Phone: 9182581800 **FAX:** 9182581220

Contact: Mitch Phillips **Contact Title:** Exclusive Kia Technician **Service District:** SW03

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Replacing cylinder head bank

Case History

*** 06/12/2020 12:23:18 ***
Contact = Mitch Phillips, Priority = Standard, Sub Status = Dispatched

*** 06/12/2020 12:23:18 ***
Web - Problem Description created on 06/12/2020 12:23:18 and created by Mitch Phillips
customer states coolant leak present. about quarter size after leaving it over night. you can smell coolant after shutting it off

*** 06/12/2020 12:23:18 ***
Web - Diagnostics created on 06/12/2020 12:23:18 and created by Mitch Phillips
verified coolant leak present. found coolant leaking through exhaust manifold bank2.

*** 06/12/2020 12:25:46 ***
15919898313182036115545.jpg added by Mitch Phillips on 06/12/2020 12:25:45

*** 06/12/2020 13:59:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/12/2020 14:02:32 and created by Frank Lusic ***
1: Hello Mitch
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/15/2020 08:50:29 ***
Web - Note created on 06/15/2020 08:50:29 and created by Mitch Phillips
removed camshafts from bank2 found all head bolts secured as should be. removed bank2 exhaust manifold.
bank 2 cylinder leaking coolant from right above exhaust manifold through a porous pin hole.

*** 06/15/2020 08:53:38 ***
159223628064569923l654.jpg added by Mitch Phillips on 06/15/2020 08:53:37

*** 06/15/2020 09:41:39 ***
Web - Note created on 06/15/2020 09:41:38 and created by Mitch Phillips
Bank 2 cylinder head leaking coolant from right above exhaust manifold, through porous pin hole.

*** Web - Advice created on 06/15/2020 10:41:23 and created by Frank Lusic ***
1: thank you, please replace the cylinder head

*** 06/17/2020 08:31:02 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: Replacing cylinder head bank 2

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,016

Prod Date: 09/24/2014 **Warranty Start Date:** 10/23/2014

Dealer/Contact Data:

Dealer: MS005 Kia of Meridian

Phone: 6014836444 **FAX:** 6014836481

Contact: David Seward **Contact Title:** Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/04/2020 09:05:54 ***
Contact = David Seward, Priority = Standard, Sub Status = Dispatched

*** 06/04/2020 09:05:55 ***
Web - Problem Description created on 06/04/2020 09:03:13 and created by David Seward
vehicle towed in with complaint of over heating and coolant leak. coolant empty on arrival, refilled coolant system with water, and hoisted vehicle to identify source of leak. found lots of coolant residue in rear bank. leak appears to be coming from rear head gasket near timing cover. combustion entering coolant system and from the exhaust. photos in attachment section.

*** 06/04/2020 09:05:55 ***
Web - Diagnostics created on 06/04/2020 09:03:13 and created by David Seward
verified concern, refilled system. oil looks clean, located a leak

*** 06/04/2020 09:06:00 ***
11301.mp4 added by David Seward on 06/04/2020 09:05:55

*** 06/04/2020 09:06:02 ***
11301-2.jpg added by David Seward on 06/04/2020 09:06:00

*** 06/04/2020 10:08:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/04/2020 10:10:55 and created by Frank Lusic ***
1: hello David
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/15/2020 05:57:43 ***
Web - Note created on 06/15/2020 05:57:43 and created by David Seward
starting tear down of motor later today, i will report my findings once i have the heads off

*** Web - Advice created on 06/15/2020 07:32:33 and created by Frank Lusic ***
1: great thank you

*** 06/15/2020 08:27:01 ***
Web - Note created on 06/15/2020 08:27:01 and created by David Seward
removed necessary components to access headbolts and found info given by you to be correct. head bolt in area of leak felt only hand tight and would not tighten up. removed headbolt cleaned oil from bolt to find threads missing filled will aluminum. photo in attachment section

*** 06/15/2020 08:27:03 ***
11301-3.jpg added by David Seward on 06/15/2020 08:27:02

*** Web - Advice created on 06/15/2020 09:05:14 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/15/2020 09:05:40 ***
PWA Case created for RA Case 13668040 by Frank Lusic

*** 06/15/2020 09:05:40 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,192

Prod Date: 10/07/2014 **Warranty Start Date:** 01/03/2015

Dealer/Contact Data:

Dealer: CA137 Perris Valley Kia

Phone: 9516577371 **FAX:** 9516572328

Contact: anthony orozco **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/22/2020 11:31:41 ***
Contact = anthony orozco, Priority = Standard, Sub Status = Dispatched

*** 06/22/2020 11:31:41 ***
Web - Problem Description created on 06/22/2020 11:31:41 and created by anthony orozco
customer states coolant system is making water splish splash noise in dash, and rough idle, and start up sometimes will even shut off.

*** 06/22/2020 11:31:41 ***
Web - Diagnostics created on 06/22/2020 11:31:41 and created by anthony orozco
checked system, and found leaking head gaskets both banks, i rec. to replace head gaskets, shop foreman advised me to open case knowing when removing head bolts, thread strips and then leaks from heads again ?

*** 06/22/2020 12:09:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/22/2020 12:12:36 and created by Frank Lusic ***
1: Hello Anthony
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Case has been auto closed by the system on 07/08/2020 01:10:31 (PST)
*** 07/24/2020 09:31:40 ***
Case Number: XXXXXXXX Reopen Requested by anthony orozco.
Reason: [New updates on head inspection]

*** 07/24/2020 10:26:41 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/24/2020 10:27:01 and created by Frank Lusic ***
1: the case has been reopened

*** 07/24/2020 12:03:04 ***
20200724_091653.mp4 added by anthony orozco on 07/24/2020 12:02:10

*** 07/24/2020 12:03:57 ***
20200724_092728.mp4 added by anthony orozco on 07/24/2020 12:03:05

*** 07/24/2020 12:04:41 ***
Web - Note created on 07/24/2020 12:04:41 and created by anthony orozco
Videos attached for review

*** Web - Advice created on 07/24/2020 12:25:44 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/24/2020 12:25:50 ***
PWA has been authorized by Frank Lusic

*** 07/24/2020 12:25:50 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,352

Prod Date: 11/13/2014 **Warranty Start Date:** 12/31/2014

Dealer/Contact Data:

Dealer: CA198 Kearny Mesa Kia

Phone: 8585605544 **FAX:** 8585604359

Contact: Jose Garcia Chairez **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/29/2020 09:33:41 ***
Contact = Jose Garcia Chairez, Priority = Standard, Sub Status = Dispatched

*** 05/29/2020 09:33:41 ***
Web - Problem Description created on 05/29/2020 09:33:41 and created by Jose Garcia Chairez
vehicle over heated

*** 05/29/2020 09:33:41 ***
Web - Diagnostics created on 05/29/2020 09:33:41 and created by Jose Garcia Chairez
found low coolant topped of coolant pressure test system no leaks found let vehicle run with funnel getting a lot of bubbles coming out of radiator suspect blown head gasket check t-stat working fine fan working fine check oil level found low oil level attach pics and vids

*** 05/29/2020 09:39:18 ***
20200529_093429.jpg added by Jose Garcia Chairez on 05/29/2020 09:39:17

*** 05/29/2020 09:39:19 ***
20200529_093514.jpg added by Jose Garcia Chairez on 05/29/2020 09:39:18

*** 05/29/2020 09:39:42 ***
20200529_092639.mp4 added by Jose Garcia Chairez on 05/29/2020 09:39:20

*** 05/29/2020 09:46:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 05/29/2020 09:47:32 and created by Chris Schang ***
1: Jose,
Have you performed a block test to confirm a head gasket failure?

*** 05/29/2020 10:17:03 ***

Web - Note created on 05/29/2020 10:17:03 and created by Jose Garcia Chairez
yes

*** 05/29/2020 10:17:23 ***
Web - Note created on 05/29/2020 10:17:23 and created by Jose Garcia Chairez
blown gasket

*** Web - Advice created on 05/29/2020 11:03:11 and created by Chris Schang ***
1: Jose,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** Case has been auto closed by the system on 06/14/2020 01:07:20 (PST)
*** 06/23/2020 10:16:34 ***
Case Number: XXXXXXXX Reopen Requested by Jose Garcia Chairez.
Reason: [torque heads spun brought treads]

*** 06/23/2020 10:18:31 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/23/2020 10:20:52 and created by Chris Schang ***
1: Jose,
Please attach photos of the head bolts with the head material on them. Please also attach a photo of the valve train as best as possible given that the cams and cradles are torn down.

*** 06/23/2020 10:48:34 ***
20200623_104332.jpg added by Jose Garcia Chairez on 06/23/2020 10:48:33

*** 06/23/2020 10:48:36 ***
20200623_104344.jpg added by Jose Garcia Chairez on 06/23/2020 10:48:35

*** 06/23/2020 10:48:38 ***
20200623_104353.jpg added by Jose Garcia Chairez on 06/23/2020 10:48:37

*** 06/23/2020 10:48:49 ***
Web - Note created on 06/23/2020 10:48:49 and created by Jose Garcia Chairez
Send

*** Web - Advice created on 06/23/2020 12:57:26 and created by Chris Schang ***
1: Jose,
Thank you for all the photos. I will generate and approve a PWA case for you.

*** 06/23/2020 12:58:03 ***
PWA Case created for RA Case 13661665 by Chris Schang

*** 06/23/2020 12:58:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,830

Prod Date: 06/18/2018 **Warranty Start Date:** 07/09/2018

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Sean Goodall **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 06/24/2020 08:16:27 ***
Contact = Sean Goodall, Priority = Standard, Sub Status = Dispatched

*** 06/24/2020 08:16:27 ***
Web - Problem Description created on 06/24/2020 08:16:27 and created by Sean Goodall
car over heated while in traffic

*** 06/24/2020 08:16:28 ***
Web - Diagnostics created on 06/24/2020 08:16:27 and created by Sean Goodall
scanned system no codes found. noticed while car is at operation temp alot of air bubbles coming out of coolant reservoir sent video spoke with foreman and believe it is a blown head gasket

*** 06/24/2020 10:08:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** 06/24/2020 10:24:03 ***
1D7CEF0E-ECFC-4E4C-B2AA-555FAEA01AB4.MOV added by Sean Goodall on 06/24/2020 10:23:40

*** 06/24/2020 10:24:28 ***
Web - Note created on 06/24/2020 10:24:28 and created by Sean Goodall
Sent video

*** Web - Advice created on 06/24/2020 10:28:35 and created by Brian Hernandez ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 07/07/2020 08:16:41 ***
Web - Note created on 07/07/2020 08:16:41 and created by Sean Goodall

While trying to torque head bolts to 75ft lbs found one that failed and stripped threads with bolt

*** 07/07/2020 08:16:43 ***
AC3C662E-4957-49DD-A286-505C8A842E11.jpeg added by Sean Goodall on 07/07/2020 08:16:42

*** Phone - Advice created on 07/07/2020 09:08:21 and created by Brian Lall ***
1: Sean called and let me know he added the picture of the head bolt with the threads from the block that came out on it. I reviewed the picture and advised that I agree with him the engine needs to be replaced. I advised the agent working with him is off today and I will take ownership of the case and I am going to provide authorization for engine replacement.

*** Web - Advice created on 07/07/2020 09:09:16 and created by Brian Lall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/07/2020 09:09:37 ***
PWA has been authorized by Brian Lall

*** 07/07/2020 09:09:37 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA Authorized

*** 07/07/2020 11:44:30 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/07/2020 11:45:33 and created by Brian Lall ***
1: Sean called and advised the parts department was able to locate a long block and he wanted to know if he should replace the long block or short block. I advised if it is available my recommendation is to replace the long block.

*** 07/07/2020 11:45:36 ***
PWA has been authorized by Brian Lall

*** 07/07/2020 11:45:36 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,433

Prod Date: 04/15/2014 **Warranty Start Date:** 06/30/2015

Dealer/Contact Data:

Dealer: AL031 Kia Store - Anniston

Phone: 8777604542 **FAX:** 3172030762

Contact: jessy willingham **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: PWA Authorized

Case History

*** 06/22/2020 11:10:32 ***
Contact = jessy willingham, Priority = Standard, Sub Status = Dispatched

*** 06/22/2020 11:10:32 ***
Web - Problem Description created on 06/22/2020 11:10:32 and created by jessy willingham
oil in coolant system

*** 06/22/2020 11:10:33 ***
Web - Diagnostics created on 06/22/2020 11:10:32 and created by jessy willingham
customer states after repairs were done a couple months ago there is oil mixing with the coolant. i have tried to flush out the oil but there is just so much in the coolant system that i cant get it all out the radiator hoses have swollen from oil deteriorating them. the engine runs good with no misfires and i have not got it to run hot, im assuming some one has put oil in the coolant reservoir and when the engine needed more coolant it sucked it in through the tank because when it got here the reservoir was full of used engine oil that didnt look contaminated with coolant yet

*** 06/22/2020 12:05:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** 06/22/2020 12:07:19 ***
Web - Note created on 06/22/2020 12:07:19 and created by jessy willingham
but there is no coolant mixing with the oil, oil level is full and not contaminated but the coolant is contaminated with oil

*** Web - Advice created on 06/22/2020 12:15:04 and created by Juan Vazquez ***
1: Thank you for that information. Two questions.

1. Was there any oil in the coolant last time the vehicle was in for engine repairs?

2. Can this be transmission fluid in the cooling system?

*** 06/22/2020 12:21:29 ***

Web - Note created on 06/22/2020 12:21:29 and created by jessy willingham
well im not sure because this car is from alaska and im not sure where the engine repairs were done because this is the first time this car has been to this dealership in alabama.
to me it looked like used motor oil in the reservoir and smelled like oil as well. i dont think i will be able to flush all of it out of the system because the oil is gunked up in the radiator fins

*** Web - Advice created on 06/22/2020 15:26:39 and created by Juan Vazquez ***
1: Thank you for that information. Have you been able to determine where the oil came from?

Please attach photos showing contaminated coolant, also pressurize cooling system and see if it losses pressure.

*** 06/23/2020 05:58:36 ***
Web - Note created on 06/23/2020 05:58:35 and created by jessy willingham
im not 100 percent sure where the oil came from at this time, it seems like the more i flush the coolant is getting cleaner and cleaner but theres just so much gunk from mixing its sticking to everything and its hard to get it all out i will pressurize the system and let you know but pics are sent

*** 06/23/2020 05:58:37 ***
IMG_20200623_075016.jpg added by jessy willingham on 06/23/2020 05:58:36

*** 06/23/2020 05:58:39 ***
IMG_20200623_075125.jpg added by jessy willingham on 06/23/2020 05:58:38

*** 06/23/2020 06:59:00 ***
Web - Note created on 06/23/2020 06:59:00 and created by jessy willingham
coolant system is holding pressure

*** Web - Advice created on 06/23/2020 09:05:33 and created by Juan Vazquez ***
1: Thank you for that information. Please inspect the perimeter of the head gasket looking from the bottom to see if there is any indication of oil or coolant leaking from head gasket, if there is, please attach clear photos for inspection.

*** 06/23/2020 09:21:59 ***
Web - Note created on 06/23/2020 09:21:59 and created by jessy willingham
i see oil residue on the head gaskets but it looks old like its been there for a while but nothing looks fresh pics sent

*** 06/23/2020 09:22:00 ***
IMG_20200623_111742.jpg added by jessy willingham on 06/23/2020 09:21:59

*** 06/23/2020 09:22:01 ***
IMG_20200623_111721.jpg added by jessy willingham on 06/23/2020 09:22:00

*** 06/23/2020 09:22:02 ***
IMG_20200623_111656.jpg added by jessy willingham on 06/23/2020 09:22:02

*** Web - Advice created on 06/23/2020 11:54:42 and created by Juan Vazquez ***
1: Please contact the Techline center at 800 494-4542 to discuss this case. I am here between 7:30 AM and 4:30 PM with lunch form 12:30 to 1:30 pacific time.

*** Phone - Advice created on 06/23/2020 14:19:41 and created by Juan Vazquez ***
1: Called Jessy at 256-328-1990 and left voice message to return call, he did not pick up.

*** Web - Advice created on 06/23/2020 14:40:01 and created by Juan Vazquez ***
1: Thank you Jessy for that call. Per our conversation and based on oil leaking from head gaskets you will be removing the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

*** 06/25/2020 06:14:41 ***
Web - Note created on 06/25/2020 06:14:41 and created by jessy willingham
ok i have torqued the heads and unfortunately the head bolt stripped the threads out of the block attachment sent, i am going to have to flush out the heater core as well

*** 06/25/2020 06:14:44 ***
IMG_20200625_080700 (1).jpg added by jessy willingham on 06/25/2020 06:14:42

*** Web - Advice created on 06/25/2020 09:46:44 and created by Juan Vazquez ***
1: Thank you for the attachments. The attachments are acceptable showing the engine knock needs to be replaced due to treads coming out of block.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly, thank you.

2: For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

*** 06/25/2020 09:48:23 ***
PWA Case created for RA Case 13687892 by Juan Vazquez

*** 06/25/2020 09:48:24 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,746

Prod Date: 03/06/2014 **Warranty Start Date:** 08/08/2014

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 **FAX:** 7329229835

Contact: Austin Turner **Contact Title:** Maintenance Technician **Service District:** EA06

Case Details:

Case Title: Eng Mechanical-Using oil #

Symptom: Excessive Oil Consumption **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: oil consumption test

Case History

*** 06/29/2020 04:46:17 ***
Contact = Austin Turner, Priority = Standard, Sub Status = Dispatched

*** 06/29/2020 04:46:17 ***
Web - Problem Description created on 06/29/2020 04:46:17 and created by Austin Turner
Customer states their car is burning through a lot of oil. Has to keep adding oil in between oil changes. After further looking over the vehicle I found that the head gaskets are slowly leaking oil. We have approval for tear down from customer but want to make sure we are covered for any parts when removing the head bolts if any of them are stripped on the way out. Let us know how you would like us to proceed.

*** 06/29/2020 04:46:17 ***
Web - Diagnostics created on 06/29/2020 04:46:17 and created by Austin Turner
Visually inspection of head gaskets and oil condition.

*** 06/29/2020 05:19:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/29/2020 05:20:43 and created by Jerry Gossling ***
1: Austin,
Please provide very clear pictures of the oil leak from the head gaskets.
Thank you

*** 06/29/2020 05:49:59 ***
20200625_095236.jpg added by Austin Turner on 06/29/2020 05:49:58

*** 06/29/2020 05:50:01 ***
20200625_095435.jpg added by Austin Turner on 06/29/2020 05:50:00

*** Web - Advice created on 06/29/2020 07:30:33 and created by Jerry Gossling ***
1: Austin,

I don't see a significant oil leak that would cause this type of an oil consumption concern.

Please thoroughly inspect the PCV system for any restrictions. Plugged up PCV valve (Make sure the PCV valve rattles when you shake it) Pinched or plugged up PCV hose or breather hose. “Check to see if the port in the valve cover is plugged up” as this is part of the PCV system.
Thank you

Please provide a clear picture of the spark plug electrodes for review.
Thank you

*** 06/29/2020 09:51:06 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: oil consumption test

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,534

Prod Date: 04/08/2013 **Warranty Start Date:** 04/17/2013

Dealer/Contact Data:

Dealer: OH045 Jeff Wyler Fairfield Kia

Phone: 5136822500 **FAX:** 5136822510

Contact: Jason Buder **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/30/2020 10:39:52 ***
Contact = Jason Buder, Priority = Standard, Sub Status = Dispatched

*** 06/30/2020 10:39:52 ***
Web - Problem Description created on 06/30/2020 10:37:25 and created by Jason Buder
i had previously open a case for this vehicle when having issues with the reman short blocks (case# 13616214) the issue was after INSTALLING the cylinder heads onto the new short block the one of the cylinder head bolt holes didnt have enough threads in the block and the head bolt just striped when applying my first sequence of torque. if you refer to previous case i was told damage identified prior to being installed on the vehicle should be returned following MPA policy and create a return request through Web DCS. No techline pwa required.

*** 06/30/2020 10:39:52 ***
Web - Diagnostics created on 06/30/2020 10:37:25 and created by Jason Buder
the issue is we cant get the claim paid due to the fact that i had already installed the cylinder heads to the new short block then found the damage. so we can't claim it as a parts warranty return

*** 06/30/2020 12:01:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/30/2020 12:11:01 and created by Brian Lall ***
1: Jason, thanks for letting me know what happened. I reviewed the previous case where it was stated "Damage identified prior to being installed on the vehicle should be returned following MPA policy and create a return request through Web DCS. No Techline PWA is required." That was incorrect, since the head was installed you did need a PWA. Has the repair already been completed and has this vehicle been returned to the customer?

*** 06/30/2020 12:13:46 ***
Web - Note created on 06/30/2020 12:13:46 and created by Jason Buder
yes the repair has been complete and the vehicle was returned to the customer

*** Web - Advice created on 06/30/2020 13:42:46 and created by Brian Lall ***

1: I am going to have this case reviewed by the Techline manager to find out how to proceed. I will update the case when I get a response. Thanks.

*** Web - Advice created on 06/30/2020 15:22:27 and created by David Brisky ***
1: I reviewed this with the warranty department and was advised to provide approval.

2: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/30/2020 15:22:40 ***
PWA has been authorized by David Brisky

*** 06/30/2020 15:22:40 ***
Case closed by David Brisky with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,141

Prod Date: 12/08/2013 **Warranty Start Date:** 03/28/2014

Dealer/Contact Data:

Dealer: VT001 Berlin City Kia, Burlington

Phone: 8028643905 **FAX:** 8028622634

Contact: Jerry Sheppard **Contact Title:** Shop Foreman **Service District:** EA01

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/02/2020 09:15:52 ***
Contact = Jerry Sheppard, Priority = Standard, Sub Status = Dispatched

*** 07/02/2020 09:15:52 ***
Web - Problem Description created on 07/02/2020 09:11:12 and created by Jerry Sheppard
CUSTOMER STATES ENGINE REPAIR DIAGNOSIS CUSTOMER STATES HIS LOCAL GARAGE TOLD HIM HIS_HEAD GASKET IS LEAKING about 5k miles ago. VT002 looked at and did not perform repair. Customer states no overheating or smells at this time. please check and advise.

*** 07/02/2020 09:15:52 ***
Web - Diagnostics created on 07/02/2020 09:11:12 and created by Jerry Sheppard
Road tested and vehicle ran as deigned. Inspected coolant and oil level is normal. Visually inspected engine and found some leakage from cylinder head gasket no dripping at this time. there is also some oil seeping from the oil pan seal and also the top corner of the timing cover. photos are attached. Is head Gasket or any other repair recommended at this time?

*** 07/02/2020 09:15:56 ***
Jerry wood oil level..jpg added by Jerry Sheppard on 07/02/2020 09:15:53

*** 07/02/2020 09:15:58 ***
Jerry Wood head Gasket 1.jpg added by Jerry Sheppard on 07/02/2020 09:15:56

*** 07/02/2020 09:16:01 ***
Jerry Wood head gasket 2.jpg added by Jerry Sheppard on 07/02/2020 09:15:58

*** 07/02/2020 09:16:03 ***
Jerry Wood head gasket 3.jpg added by Jerry Sheppard on 07/02/2020 09:16:01

*** 07/02/2020 09:16:05 ***
Jerry Wood oil pan seal seepage.jpg added by Jerry Sheppard on 07/02/2020 09:16:03

*** 07/02/2020 09:16:08 ***
Jerry Wood oil pan seepage 2.jpg added by Jerry Sheppard on 07/02/2020 09:16:06

*** 07/02/2020 10:22:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 07/02/2020 10:28:40 and created by Jay Jurado ***
1: Thanks for the photos. Is there any metal debris on the OCV screens? If not, please check to see if any of the head bolt threads have pulled out of the block.

*** 07/03/2020 09:41:17 ***
Web - Note created on 07/03/2020 09:41:16 and created by Jerry Sheppard
I removed the ocvs and there is no metal in the screens. Attached photos. Removed the valve covers, timing cover a timing chains and cam shafts. Checked the cylinder head bolts and found some are not very tight on the rear head. I removed one that was not tight and it has the threads pulled out of the block. The one next to it was very loose and when trying to remove would not come out got bound up and finally broke. photos attached.

*** 07/03/2020 09:41:20 ***
cylinder head bolts.jpg added by Jerry Sheppard on 07/03/2020 09:41:17

*** 07/03/2020 09:41:22 ***
ocv1.jpg added by Jerry Sheppard on 07/03/2020 09:41:20

*** 07/03/2020 09:41:24 ***
ocv2.jpg added by Jerry Sheppard on 07/03/2020 09:41:22

*** Web - Advice created on 07/03/2020 12:05:01 and created by Jay Jurado ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/03/2020 12:05:18 ***
PWA Case created for RA Case 13700792 by Jay Jurado

*** 07/03/2020 12:05:18 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,249

Prod Date: 09/17/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: CA317 Premier Kia of Carlsbad

Phone: 7602082237 **FAX:**

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 07/10/2020 10:59:22 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 07/10/2020 10:59:22 ***
Web - Problem Description created on 07/10/2020 10:57:53 and created by Rodney Ledet
Coolant leaking externally from headgasket
See attatched photos

*** 07/10/2020 10:59:22 ***
Web - Diagnostics created on 07/10/2020 10:57:53 and created by Rodney Ledet
Visual inspection

*** 07/10/2020 10:59:24 ***
1594403909105137507591222105 1804.jpg added by Rodney Ledet on 07/10/2020 10:59:23

*** 07/10/2020 12:44:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 07/10/2020 12:46:50 and created by Chris Schang ***
1: Rodney,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Your DPSM can approve the labor time for this.

*** 07/15/2020 13:51:33 ***
Web - Note created on 07/15/2020 13:51:33 and created by Rodney Ledet
Okay, I have checked the head bolts and the corner bolt on the left cylinder head, above leak, is loose and will not tighten up. The threads in the block are stripped out of one bolt hole.

*** Web - Advice created on 07/15/2020 14:59:26 and created by Chris Schang ***
1: Thanks Rodney,
Can you send a valve train photo for maintenance verification?

*** 07/15/2020 15:46:41 ***
Web - Note created on 07/15/2020 15:46:41 and created by Rodney Ledet
See photos

*** 07/15/2020 15:46:44 ***
1594853004216553174018729166596 1.jpg added by Rodney Ledet on 07/15/2020 15:46:42

*** 07/15/2020 15:46:47 ***
1594853055466434680743882929811 1.jpg added by Rodney Ledet on 07/15/2020 15:46:44

*** Web - Advice created on 07/16/2020 06:37:43 and created by Chris Schang ***
1: Thank you Rodney,
I will generate and approve a PWA case for you.

*** 07/16/2020 06:38:02 ***
PWA Case 13716148 created by Chris Schang

*** 07/16/2020 06:38:09 ***
I have generated and approved a PWA case for you.

*** 07/28/2020 16:43:57 ***
Case Number: XXXXXXXX Reopen Requested by Rodney Ledet.
Reason: [cylinder heads sent out to machine shop for inspection. The machine shop reported back that both heads were warped 0.002" and the valves were leaking. We contacted our DPSM with the info and he wanted us to open to reopen the case and get PWA for cylinder head and valve replacement.]

*** Service Alert Escalated to CA as: 13718727 on 07/29/2020 01:03:57 (PST)
*** 07/29/2020 06:09:29 ***
Reopen Denied by Chris Schang
Reason: Rodney, The PWA approval covers any repairs needed once generated. This is covered under PS539

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,450

Prod Date: 05/21/2013 **Warranty Start Date:** 07/22/2013

Dealer/Contact Data:

Dealer: ME007 Rowe Kia

Phone: 2077842321 **FAX:** 2077868183

Contact: Eric Smith **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# leaking from head gasket - P0306

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/21/2020 11:19:20 ***
Contact = Eric Smith, Priority = Standard, Sub Status = Dispatched

*** 07/21/2020 11:19:20 ***
Web - Problem Description created on 07/21/2020 11:19:20 and created by Eric Smith
cel is on, p0306 stored, skip when starts for 10 seconds, external coolant leak from around front head where cylinder 6 is, has very low coolant when brought in today

*** 07/21/2020 11:19:21 ***
Web - Diagnostics created on 07/21/2020 11:19:21 and created by Eric Smith
removed cyl 6 plug to inspect for burning of oil or coolant, it is ashy, added 1.25 quarts of coolant and is easily leaking from corner of head, this car had heads cleaned/repaire da couple years ago,

*** 07/21/2020 13:29:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/21/2020 13:32:06 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the history on the vehicle. Please take pictures or a video showing that coolant is leaking from the head. Then get authorization from the DPSM to remove the valve cover and to check if any head bolts are loose. Let me know what you find. Thanks.

*** 07/22/2020 10:31:37 ***
1595439037580472085544.jpg added by Eric Smith on 07/22/2020 10:31:37

*** Web - Advice created on 07/22/2020 11:52:18 and created by Brian Lall ***
1: Thanks for the picture. get authorization from the DPSM to remove the valve cover and to check if any head bolts are loose and if you find damage to the block threads. Let me know what you find. Thanks.

*** 07/28/2020 10:26:51 ***

15959571230684574516 29.jpg added by Eric Smith on 07/28/2020 10:26:50

*** 07/28/2020 10:27:32 ***
Web - Note created on 07/28/2020 10:27:32 and created by Eric Smith
Sent pic of heads bolts 3 were lose, pic shows threads from block

*** Web - Advice created on 07/28/2020 12:31:35 and created by Brian Lall ***
1: Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you. Thanks.

*** 07/28/2020 12:31:59 ***
PWA Case 13730158 created by Brian Lall

*** 07/28/2020 12:32:09 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,441

Prod Date: 10/30/2013 **Warranty Start Date:** 11/16/2013

Dealer/Contact Data:

Dealer: TX103 Southwest Kia - Rw

Phone: 4694022900 **FAX:** 4694022925

Contact: Matthew Ripley **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 07/21/2020 12:06:47 ***
Contact = Matthew Ripley, Priority = Standard, Sub Status = Dispatched

*** 07/21/2020 12:06:48 ***
Web - Problem Description created on 07/21/2020 12:05:30 and created by Matthew Ripley
Customer states vehicle is leaking coolant

*** 07/21/2020 12:06:48 ***
Web - Diagnostics created on 07/21/2020 12:05:30 and created by Matthew Ripley
Upon inspection found that the engine was leaking coolant out of the head area on bank one . I than tore apart engine and found the threads in the block on three of the head bolts coming apart.

*** 07/21/2020 12:06:51 ***
15953583127593173926803760092758.jpg added by Matthew Ripley on 07/21/2020 12:06:48

*** 07/21/2020 14:32:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/21/2020 14:34:32 and created by Eric Patterson ***
1: Thank you for the video in the case.

Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
3: Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and

make sure all the check balls are installed in the oil galleys as well.

*** 07/21/2020 14:34:36 ***
PWA has been authorized by Eric Patterson

*** 07/21/2020 14:34:36 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

*** 07/21/2020 14:34:52 ***
Reopened with Sub Status of Working

*** 07/21/2020 14:34:56 ***
PWA has been authorized by Eric Patterson

*** 07/21/2020 14:34:56 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,845

Prod Date: 09/18/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: GA099 Jim Ellis Kia of Kennesaw

Phone: 6787125191 **FAX:** 7703704894

Contact: wes haygood **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # P0303 Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 07/29/2020 09:56:06 ***
Contact = wes haygood, Priority = Standard, Sub Status = Dispatched

*** 07/29/2020 09:56:06 ***
Web - Problem Description created on 07/29/2020 09:52:00 and created by wes haygood
overheating complaint/

*** 07/29/2020 09:56:06 ***
Web - Diagnostics created on 07/29/2020 09:52:00 and created by wes haygood
inspected fan operation - normal, cooling level low, pressure tested system and found no external cooling leaks, no oil or coolant mixing together . Inspected right cylinder head and found external oil leak- uploaded picture- Should I remove camshafts and inspect cylinder head bolt torque ? Original owner

*** 07/29/2020 11:24:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/29/2020 11:26:33 and created by Eric Patterson ***
1: Yes, please see if the head bolts are stripped or loose.,
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 07/30/2020 12:54:59 ***
1596138824330141904665 5.jpg added by wes haygood on 07/30/2020 12:54:58

*** 07/30/2020 12:56:04 ***
Web - Note created on 07/30/2020 12:56:04 and created by wes haygood
I ment cylinder #3

*** Web - Advice created on 07/30/2020 13:20:09 and created by Eric Patterson ***
1: Please add the pictures of the threads is striped, or video if loose

*** 07/30/2020 14:28:30 ***
Web - Note created on 07/30/2020 14:28:30 and created by wes haygood
Sent better picture of block threads on head bolt

*** 07/30/2020 14:28:32 ***
1596144439321140378447 2.jpg added by wes haygood on 07/30/2020 14:28:31

*** Web - Advice created on 07/30/2020 15:13:19 and created by Eric Patterson ***
1: Thank you,
If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/30/2020 15:13:34 ***
PWA Case created for RA Case 13731324 by Eric Patterson

*** 07/30/2020 15:13:34 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,042

Prod Date: 10/23/2014 **Warranty Start Date:** 12/27/2014

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: Robert Donachie **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# leaking from bank 1 head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/31/2020 08:32:39 ***
Contact = Robert Donachie, Priority = Standard, Sub Status = Dispatched

*** 07/31/2020 08:32:40 ***
Web - Problem Description created on 07/31/2020 08:32:39 and created by Robert Donachie
veh came in with coolant leaking

*** 07/31/2020 08:32:40 ***
Web - Diagnostics created on 07/31/2020 08:32:40 and created by Robert Donachie
found coolant low. refill system. pressure test. found leaking between back cylinder head and block. ran veh can se bubbling from between cylinder head and block surfaces

*** 07/31/2020 09:09:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/31/2020 09:12:51 and created by Brian Lall ***
1: Thanks for letting me know what you found. Please take pictures or a video showing the source of the coolant leak and attach them to the case. Then get authorization to remove the intake and bank 1 valve cover, and to check if any of the head bolts are loose indicating the threads in the block are damaged. If they are take pictures showing the damage and attach them to the case. Thanks.

*** 08/12/2020 07:48:59 ***
Web - Note created on 08/12/2020 07:48:59 and created by Robert Donachie
Added pictures of leak thanks

*** 08/12/2020 07:49:02 ***
20200812_104621.mp4 added by Robert Donachie on 08/12/2020 07:48:59

*** 08/12/2020 07:49:03 ***
20200812_104825.mp4 added by Robert Donachie on 08/12/2020 07:49:02

*** Web - Advice created on 08/12/2020 09:30:55 and created by Brian Lall ***
1: Thanks for the videos. Please get authorization to remove the intake and bank 1 valve cover, and to check if any of the head bolts are loose indicating the threads in the block are damaged. If they are take pictures showing the damage and attach them to the case. Thanks.

*** Web - Note created on 08/26/2020 14:28:45 and created by Dan Lundgren ***
Can we have a status of the repair. Thanks

*** Web - Advice created on 08/27/2020 08:38:41 and created by Brian Lall ***
1: Are there any updates on this vehicle?

*** 08/31/2020 09:57:04 ***
Web - Note created on 08/31/2020 09:57:04 and created by Robert Donachie
removed intake and both valve coversw. remove timng cover and chains. removed both camshafts for back head. found 4 of the head bolts loose. attempt to tighten bolts will not get tight. bad head bolt threads in bolt

*** Web - Advice created on 08/31/2020 10:00:14 and created by Brian Lall ***
1: Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you. Thanks.

*** 08/31/2020 10:07:47 ***
PWA Case 13772052 created by Brian Lall

*** 08/31/2020 10:07:50 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,479

Prod Date: 04/12/2013 **Warranty Start Date:** 06/07/2013

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Michael Doherty **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/01/2020 10:20:28 ***
Contact = Michael Doherty, Priority = Standard, Sub Status = Dispatched

*** 08/01/2020 10:20:28 ***
Web - Problem Description created on 08/01/2020 09:41:17 and created by Michael Doherty
Customer states vehicle is over heating and has coolant leak. Found coolant leaking from head gasket area. Vehicle has engine light on and code P0306 stored. Vehicle will need a short block.

*** 08/01/2020 10:20:28 ***
Web - Diagnostics created on 08/01/2020 09:41:17 and created by Michael Doherty
Attached pics of threads in block from head bolt backing off. Attached video of Good and bad threads. Attached video of vin#, milage and smoke from tailpipe. Attached pics of of DTC

*** 08/01/2020 10:22:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/01/2020 10:25:44 and created by Jay Jurado ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/01/2020 10:26:01 ***
PWA Case created for RA Case 13735142 by Jay Jurado

*** 08/01/2020 10:26:01 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,149

Prod Date: 02/22/2013 **Warranty Start Date:** 06/28/2013

Dealer/Contact Data:

Dealer: VA052 Koons Kia

Phone: 7034943333 **FAX:** 7034914102

Contact: Ryan Jung **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/06/2020 06:52:18 ***
Contact = Woong Jung, Priority = Standard, Sub Status = Dispatched

*** 08/06/2020 06:52:18 ***
Web - Problem Description created on 08/06/2020 06:52:18 and created by Woong Jung
Coolant leak

*** 08/06/2020 06:52:19 ***
Web - Diagnostics created on 08/06/2020 06:52:19 and created by Woong Jung
Performed coolant pressure test, found external leak from head gasket area.
Video attached. Please check and advice. Thank you.

-thermostat housing recently replaced from other shop.

*** 08/06/2020 06:53:30 ***
20200806_094652.mp4 added by Woong Jung on 08/06/2020 06:52:19

*** 08/06/2020 07:54:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/06/2020 07:57:10 and created by Jerry Gossling ***
1: Woong,
Thank you for the information.
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Please list the results when done. Thank you.

*** 08/11/2020 13:25:39 ***
Web - Note created on 08/11/2020 13:25:39 and created by Woong Jung
Checked head bolts, it's stripped.

Short block bolt thread came out. Video attached.
Please check and advice. Thank you

*** 08/11/2020 13:27:22 ***
20200811_161155.mp4 added by Woong Jung on 08/11/2020 13:25:39

*** 08/11/2020 13:27:34 ***
Web - Note created on 08/11/2020 13:27:34 and created by Woong Jung
Checked head bolts, it's stripped.
Short block bolt thread came out. Video attached.
Please check and advice. Thank you

*** 08/11/2020 13:28:13 ***
20200811_162238.mp4 added by Woong Jung on 08/11/2020 13:27:35

*** Web - Advice created on 08/11/2020 14:20:44 and created by Jerry Gossling ***
1: Woong,
Unfortunately the engine will need to be replaced and I see this vehicle no longer shows to have power train warranty so the repair will fall on the customer.
Thanks.

*** Case has been auto closed by the system on 08/27/2020 01:09:44 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 102,545

Prod Date: 07/11/2013 **Warranty Start Date:** 08/16/2013

Dealer/Contact Data:

Dealer: CA258 Jim Bone Kia of Santa Rosa

Phone: 7075457050 **FAX:** 7075288237

Contact: AARON VELARDE **Contact Title:** Shop Foreman **Service District:** WE04

Case Details:

Case Title: Engine - Rough idle/Misfire #

Symptom: Rough Idle **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/06/2020 08:25:54 ***
Contact = AARON VELARDE, Priority = Standard, Sub Status = Dispatched

*** 08/06/2020 08:25:55 ***
Web - Problem Description created on 08/06/2020 08:20:37 and created by AARON VELARDE
CUSTOMER STATES VEHICLE OVER HEATED GOING UP HILL, THEY WHERE TOLD AT ANOTHER SHOP THAT THE HEAD GASKET HAS FAILED DO TO A FAILED BLOCK TEST.

*** 08/06/2020 08:25:55 ***
Web - Diagnostics created on 08/06/2020 08:20:37 and created by AARON VELARDE
I DROVE THE VEHICLE INTO MY STALL, NOTE WHEN I STARTED THE VEHICLE COLD IT FELT LIKE IT HAD A MISS FIRE THAT SLOWLY WENT AWAY AS THE VEHICLE WARMED UP, I CHECKED FOR CODES, NONE FOUND, I CHECKED THE LEVEL OF THE OIL AND IT WAS BARELY READING ON THE DIP STICK, BUT IT WAS THERE, THE COOLANT LEVEL WAS ABOUT HALF WAY DOWN IN THE RADIATOR. I RACKED THE VEHICLE AND CHECKED IT FOR LEAKS. NO VISIBLE COOLANT LEAKS WERE FOUND BUT I DID FINED BOTH THE HEAD GASKETS TO BE LEAKING A LOT OF MOTOR OIL OUT OF THEM, POSSIBLE BAD HEAD BOLT THREADS ON THE BLOCK??? WHAT DO U GUYS WANT ME TO CHECK ON THE VEHICLE NOW??? THANKS, KIA GANG!!!

*** 08/06/2020 09:37:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/06/2020 09:41:03 and created by Jerry Gossling ***
1: Aaron,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Please list the results when done. Thank you.

Note this vehicle shows no power train warranty so I recommend to request authorization from the customer before proceeding.
Thank you

*** Case has been auto closed by the system on 08/22/2020 01:13:38 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,133

Prod Date: 03/26/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: MD032 King Kia

Phone: 3019483333 **FAX:** 3019218365

Contact: Evan Dixon **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: PWA Authorized

Case History

*** 07/29/2020 07:37:52 ***
Contact = Evan Dixon, Priority = Standard, Sub Status = Dispatched

*** 07/29/2020 07:37:52 ***
Web - Problem Description created on 07/29/2020 07:37:52 and created by Evan Dixon
c/s engine over heats due to head gasket

*** 07/29/2020 07:37:53 ***
Web - Diagnostics created on 07/29/2020 07:37:53 and created by Evan Dixon
placed coolant funnel on radiator topped off with coolant and while revving engine can see geyser/ fountain form in coolant funnel please advise

*** 07/29/2020 08:14:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/29/2020 08:22:01 and created by Juan Vazquez ***
1: Thank you for that information, please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

Attach a copy of the repair order and perform a chemical block test, attach photo showing results.

*** 07/29/2020 10:03:16 ***
Web - Note created on 07/29/2020 10:03:16 and created by Evan Dixon
attached block test after confirming over heating condition did not see any external leaks present

*** 07/29/2020 10:03:18 ***
159604194134221939630866240767.jpg added by Evan Dixon on 07/29/2020 10:03:17

*** 07/29/2020 10:03:20 ***
159604211337221482959197358492 5.jpg added by Evan Dixon on 07/29/2020 10:03:19

*** 07/29/2020 10:03:22 ***
159604214325373426926480253762 89.jpg added by Evan Dixon on 07/29/2020 10:03:21

*** 07/29/2020 10:15:55 ***
Web - Note created on 07/29/2020 10:15:55 and created by Evan Dixon
Did find it pushed most of the coolant out through the resivor past the cap

*** Web - Advice created on 07/29/2020 11:30:58 and created by Juan Vazquez ***
1: Thank you for that information. Please verify cooling system components are operating as designed (cooling fan, hoses, clamps thermostat, radiator).

If components are OK, then I recommend removing the heads to inspect head gaskets,

NOTE: before removing head bolts, you need to first torque them down to 75 ft lbs and make sure none of the head bolts are stripped or loose. If any of the bolts are stripped, please let me know before continuing.

Please add picture of the stripped bolts with block aluminum treads if they will not hold, then I will approve the PWA case for the short block replacement.

*** 07/29/2020 12:08:51 ***
Web - Note created on 07/29/2020 12:08:51 and created by Evan Dixon
fan comes as designed no leaks present from hoses or clamps thermostat works e.g. both hoses get hot and radiator is ok

*** Web - Advice created on 07/29/2020 12:22:14 and created by Juan Vazquez ***
1: Thank you for that information. Please continue with head gasket inspection and repair.

NOTE: Please remember to torque the head bolts before removal to verify cylinder block treads are in sound condition.

*** 08/04/2020 12:14:04 ***
Web - Note created on 08/04/2020 12:14:04 and created by Evan Dixon
by hand can spin head bolts on Bank 1

*** 08/04/2020 12:14:40 ***
20200804_120944.mp4 added by Evan Dixon on 08/04/2020 12:14:04

*** Web - Advice created on 08/04/2020 14:36:23 and created by Juan Vazquez ***
1: Thank you for that video, Please remove the stripped head bolts and attach photos showing block treads on head bolts, thank you.

*** 08/06/2020 08:31:55 ***
Web - Note created on 08/06/2020 08:31:54 and created by Evan Dixon
attached picture of head bolts after torque and found lose 2 from bank 1 and 1 from bank 2

*** 08/06/2020 08:31:58 ***
159672776656784562853859398169 70.jpg added by Evan Dixon on 08/06/2020 08:31:55

*** Web - Advice created on 08/06/2020 12:14:34 and created by Juan Vazquez ***
1: Thank you for the attachments. The attachments you have sent in are acceptable showing the VIN and stripped block treads.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly, thank you.

2: For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

*** 08/06/2020 12:14:55 ***
PWA Case created for RA Case 13731044 by Juan Vazquez

*** 08/06/2020 12:14:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,635

Prod Date: 03/21/2014 **Warranty Start Date:** 07/01/2014

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115 **FAX:** 3365459842

Contact: Justus Bjurstrom **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 08/07/2020 13:52:35 ***
Contact = Justus Bjurstrom, Priority = Standard, Sub Status = Dispatched

*** 08/07/2020 13:52:36 ***
Web - Problem Description created on 08/07/2020 13:52:35 and created by Justus Bjurstrom
Vehical is over heating and check engine light is on

*** 08/07/2020 13:52:36 ***
Web - Diagnostics created on 08/07/2020 13:52:36 and created by Justus Bjurstrom
Has code p0306, pressure tested coolant system and looked in cylinder 6 with spark plug removed, could see coolant coming into cylinder. Also coming out block above starter. The oil is also very milky due to coolant mixing with the oil.

*** 08/07/2020 16:03:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/07/2020 16:09:14 and created by Eric Patterson ***
1: Thank you for the information.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 08/10/2020 06:10:35 ***
Web - Note created on 08/10/2020 06:10:35 and created by Justus Bjurstrom
Ocv does not have metal in it, and the two right front bolts are stripped, can easily br turned by hand, attached video of ocv, valvetrain and bolt spinning in place. Thanks

*** Web - Advice created on 08/10/2020 07:28:42 and created by Sam Camarillo ***
1: tech called in to review video, I stated there was none attached. please reattach to the case Eric will review it when he is

available after 7:30PT

*** 08/10/2020 07:29:32 ***
0810200905.mp4 added by Justus Bjurstrom on 08/10/2020 07:29:03

*** Web - Advice created on 08/10/2020 08:16:01 and created by Eric Patterson ***
1: Thank you.
2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 08/10/2020 08:16:21 ***
PWA Case created for RA Case 13743001 by Eric Patterson

*** 08/10/2020 08:16:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,514

Prod Date: 10/04/2017 **Warranty Start Date:** 10/23/2017

Dealer/Contact Data:

Dealer: TX002 Ancira Kia

Phone: 2106844000 **FAX:** 2105092911

Contact: ROBERT CIGARROA **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/12/2020 15:10:05 ***
Contact = ROBERT CIGARROA, Priority = Standard, Sub Status = Dispatched

*** 08/12/2020 15:10:05 ***
Web - Problem Description created on 08/12/2020 15:10:05 and created by ROBERT CIGARROA
coolant leak

*** 08/12/2020 15:10:06 ***
Web - Diagnostics created on 08/12/2020 15:10:06 and created by ROBERT CIGARROA
pressure test cooling system, found lead in intake valley , at head gasket

*** 08/12/2020 16:13:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/12/2020 16:14:54 and created by Jay Jurado ***
1: Please check to see if any of the head bolt threads have pulled out of the block.

*** 08/13/2020 05:51:32 ***
Web - Note created on 08/13/2020 05:51:32 and created by ROBERT CIGARROA
will do thanks

*** Web - Advice created on 08/13/2020 08:15:33 and created by Jay Jurado ***
1: No problem.

*** Case has been auto closed by the system on 08/29/2020 01:15:07 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 61,647

Prod Date: 10/28/2014 **Warranty Start Date:** 12/27/2014

Dealer/Contact Data:

Dealer: CA210 Ball Kia

Phone: 6194746431 **FAX:** 6194741517

Contact: Jose Lira **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 08/03/2020 10:23:04 ***
Contact = Jose Lira, Priority = Standard, Sub Status = Dispatched

*** 08/03/2020 10:23:04 ***
Web - Problem Description created on 08/03/2020 10:23:04 and created by Jose Lira
Customer states vehicle engine started shaking and check engine light didplayed.

*** 08/03/2020 10:23:04 ***
Web - Diagnostics created on 08/03/2020 10:23:04 and created by Jose Lira
Car had dead battery and has to jump start and started but their was no engine light present. Notice clear white smoke coming out the exhaust pipe. Test drove car around the block and drove good till i got to the shop the car over heated to high. Coolant reservoir was at full before test drive and after was over full and leaking and u can see lots of bubbles was coming out from radiator. Car has a head gasket leak and can see exhaust fume coming out from cooling system.

*** 08/03/2020 13:09:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/03/2020 13:10:53 and created by Eric Patterson ***
1: Thank you

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

If there is and it looks like it will please see line 2
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 08/05/2020 09:42:08 ***

Web - Note created on 08/05/2020 09:42:08 and created by Jose Lira
Found no coolant leaks at all only small oil leak from timing cover. Clear white smoke coming from exhaust pipe and can see coolant reservoir overfilled and bubbling from exhaust fumes coming out head gasket to the cooling system.

*** 08/05/2020 09:42:23 ***
20200805_094102.mp4 added by Jose Lira on 08/05/2020 09:42:09

*** Web - Advice created on 08/05/2020 10:09:06 and created by Eric Patterson ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 08/15/2020 12:22:09 ***
Web - Note created on 08/15/2020 12:22:08 and created by Jose Lira
Have not gotten time to tear down n check head bolts n retorque

*** Web - Advice created on 08/17/2020 08:48:35 and created by Eric Patterson ***
1: Thank you Based on previous cases it looks like the engine will need replaced.
2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/17/2020 08:48:59 ***
PWA Case created for RA Case 13736218 by Eric Patterson

*** 08/17/2020 08:48:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/17/2020 08:49:07 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/17/2020 08:49:28 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 08/17/2020 08:49:35 ***
PWA has been authorized by Eric Patterson

*** 08/17/2020 08:49:36 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

*** Service Alert Escalated to CA as: 13738446 on 08/18/2020 01:04:04 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,222

Prod Date: 06/19/2013 **Warranty Start Date:** 07/29/2013

Dealer/Contact Data:

Dealer: NC068 Union County Kia

Phone: 7049263460 **FAX:** 7049263470

Contact: Matt Stephens **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 08/14/2020 11:56:08 ***
Contact = Matt Stephens, Priority = Standard, Sub Status = Dispatched

*** 08/14/2020 11:56:08 ***
Web - Problem Description created on 08/11/2020 09:09:29 and created by Matt Stephens
C/S Engine overheating, loss of coolent

*** 08/14/2020 11:56:08 ***
Web - Diagnostics created on 08/11/2020 09:09:29 and created by Matt Stephens
Inspected Coolant level found low on coolant
Pressure tested cooling system found front headgasket blown
Attached photo of headgasket leak

*** 08/14/2020 11:57:20 ***
IMG_1349.jpg added by Matt Stephens on 08/14/2020 11:57:19

*** 08/14/2020 13:50:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/14/2020 13:58:24 and created by Juan Vazquez ***
1: Thank you for the information and attachment. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. If unable to torque the head bolts because they are striped, then attach photos of the stripped bolts with block aluminum treads, then I will approve a PWA case for the short block replacement, thank you.

*** 08/18/2020 14:39:07 ***
Web - Note created on 08/18/2020 14:39:06 and created by Matt Stephens
I attempted to torque the head bolts and found two bolts that were loose and stripped and 2 other bolts that wouldn't torque but had no threads on them,

I have attached requested photos

*** 08/18/2020 14:39:09 ***
20200818_173504.jpg added by Matt Stephens on 08/18/2020 14:39:07

*** Web - Advice created on 08/18/2020 15:25:18 and created by Juan Vazquez ***
1: Thank you for the attachment. It shows the block treads for the head bolt have come off and engine replacement is necessary.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly, thank you.

2: For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

*** 08/18/2020 15:25:43 ***
PWA Case created for RA Case 13746344 by Juan Vazquez

*** 08/18/2020 15:25:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,953

Prod Date: 09/11/2013 **Warranty Start Date:** 11/15/2013

Dealer/Contact Data:

Dealer: NJ028 Burlington Kia

Phone: 8884580694 **FAX:** 6095897781

Contact: Darnell Reese **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/21/2020 11:45:38 ***
Contact = Darnell Reese, Priority = Standard, Sub Status = Dispatched

*** 08/21/2020 11:45:38 ***
Web - Problem Description created on 08/21/2020 11:45:38 and created by Darnell Reese
Customer states check coolant level

*** 08/21/2020 11:45:38 ***
Web - Diagnostics created on 08/21/2020 11:45:38 and created by Darnell Reese
Performed inspection of concern duplicated a coolant smell found no coolant inside radiator no signs of impact to radiator. Performed coolant pressure test found coolant rushing out of front cylinder head gasket close to starter. Removed valve cover found coolant and oil intermix engine oil has coolant inside oil pan no signs of cam bearing scoring no engine noises present. Recommend new short block and front cylinder head due to head bolts stripping causing head gasket to failure. Pictures attached

*** 08/21/2020 11:45:40 ***
B7F3ABE4-4527-4323-A7AE-901B9939755F.jpeg added by Darnell Reese on 08/21/2020 11:45:38

*** 08/21/2020 11:45:41 ***
B1A51EFB-39EF-4A6D-8E81-6AF286D86094.jpeg added by Darnell Reese on 08/21/2020 11:45:40

*** 08/21/2020 11:45:43 ***
58523B5D-C922-4782-B7CE-54880A876062.jpeg added by Darnell Reese on 08/21/2020 11:45:41

*** 08/21/2020 11:56:38 ***
E5BE1CE7-FB51-46FB-A8D2-3E365520EC25.jpeg added by Darnell Reese on 08/21/2020 11:56:37

*** 08/21/2020 12:37:20 ***
Web - Note created on 08/21/2020 12:37:20 and created by Darnell Reese
Please advise

*** 08/21/2020 15:48:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/21/2020 15:49:17 and created by John Nguyen ***
1: Darnell, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 08/22/2020 05:38:29 ***
Web - Note created on 08/22/2020 05:38:28 and created by Darnell Reese
Performed inspection found head bolts loose one head bolt seems to be stuck inside head keeps spinning and will not come out. Recommend cylinder head and short block able to removed one head bolt by hand video attached

*** 08/22/2020 05:38:36 ***
IMG_1722.MOV added by Darnell Reese on 08/22/2020 05:38:29

*** Web - Advice created on 08/22/2020 06:43:11 and created by John Nguyen ***
1: Darnell, I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/22/2020 06:43:41 ***
PWA Case created for RA Case 13760428 by John Nguyen

*** 08/22/2020 06:43:41 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,213

Prod Date: 03/22/2014 **Warranty Start Date:** 12/16/2014

Dealer/Contact Data:

Dealer: FL106 Greenway Kia East

Phone: 4076781717 **FAX:** 4076786011

Contact: terry HENRY **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/21/2020 05:20:09 ***
Contact = Terry Henry, Priority = Standard, Sub Status = Dispatched

*** 08/21/2020 05:20:09 ***
Web - Problem Description created on 08/21/2020 05:14:48 and created by Terry Henry
customer states vehicle has a oil or coolant leak

*** 08/21/2020 05:20:09 ***
Web - Diagnostics created on 08/21/2020 05:14:48 and created by Terry Henry
found no codes in the system perform pressure test no external leak the coolant reservoir bottle cap blue off coolant is on the side of the frame and radiator car must had over heated when customer was driving actuate the cooling fans system is working found oil level below half on the dipstick you can see oil is mixed with the coolant in the radiator one concern is the customer drove the car to the shop looks like a blown head gasket

*** 08/21/2020 05:23:24 ***
Web - Note created on 08/21/2020 05:23:24 and created by Terry Henry
Pictures sent

*** 08/21/2020 05:23:26 ***
20200820_084119.jpg added by Terry Henry on 08/21/2020 05:23:25

*** 08/21/2020 05:23:28 ***
20200820_084133.jpg added by Terry Henry on 08/21/2020 05:23:27

*** 08/21/2020 08:41:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 08/21/2020 08:43:22 and created by Chris Schang ***
1: Terry,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft

lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 08/22/2020 13:55:09 ***
Web - Note created on 08/22/2020 13:55:09 and created by Terry Henry
FOUND LOOSE HEAD BOLTS NO METAL ON OCV OR VALVE TRAIN

*** 08/22/2020 14:08:31 ***
Web - Note created on 08/22/2020 14:08:30 and created by Terry Henry
Pictures sent

*** 08/22/2020 14:08:32 ***
20200822_165024.jpg added by Terry Henry on 08/22/2020 14:08:31

*** 08/22/2020 14:08:33 ***
20200822_165041.jpg added by Terry Henry on 08/22/2020 14:08:32

*** 08/22/2020 14:08:35 ***
20200822_165048.jpg added by Terry Henry on 08/22/2020 14:08:33

*** Web - Advice created on 08/24/2020 08:25:33 and created by Chris Schang ***
1: Terry,
We will need to measure the cylinder heads for warpage and see if they are within specs.

*** 08/24/2020 13:04:09 ***
Web - Note created on 08/24/2020 13:04:09 and created by Terry Henry
measure heads one is 8mm in the middle and 12mm on the outter bank 2 is 9mm in the middle and 10mm on the outter

*** Web - Advice created on 08/24/2020 15:19:26 and created by Chris Schang ***
1: Terry,
I am assuming that you are meaning 0.09mm and 0.12mm. Those would be warped. I am going to advise that the short block and cylinder heads are replaced. Thanks.

*** 08/24/2020 15:19:50 ***
PWA Case created for RA Case 13759645 by Chris Schang

*** 08/24/2020 15:19:51 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,187

Prod Date: 03/27/2013 **Warranty Start Date:** 04/16/2014

Dealer/Contact Data:

Dealer: CA081 Haddad Kia

Phone: 6613980264 **FAX:** 6618362126

Contact: Luster Thompson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA case created. Engine

Case History

*** 08/25/2020 08:29:44 ***
Contact = Luster Thompson, Priority = Standard, Sub Status = Dispatched

*** 08/25/2020 08:29:44 ***
Web - Problem Description created on 08/25/2020 08:22:05 and created by Luster Thompson
CUSTOMER STATES CAN NOT USE THE A/C OR THE VEHICLE WILL OVER
HEAT , CHECK AND ADVISE

*** 08/25/2020 08:29:45 ***
Web - Diagnostics created on 08/25/2020 08:29:45 and created by Siebel eSupport
VERIFIED CUSTOMER CONCERN PRESSURE TEST SYSTEM NO LEAKS FROM HOSES, THERMOSTAT HOUSING, OR RADIATOR. INSPECTED FURTHER FOUND LEAK AROUND HEAD GASKET AREA. REC REPLACING SHORT BLOCK DUE TO HEAD BOLTS BACKING OUT CAUSING VEHICLE TO LEAK OIL AND OVER HEAT

*** 08/25/2020 11:56:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/25/2020 11:57:30 and created by John Nguyen ***
1: Luster, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Case has been auto closed by the system on 09/10/2020 01:08:34 (PST)
*** 10/05/2020 09:40:21 ***
Case Number: XXXXXXXX Reopen Requested by Luster Thompson.
Reason: [SORRY THE LATE RESPONSE A COUPLE OF EMPLOYEES HAD COVID AND WE WERE BACKED UP HAVE

VIDEO OF STRIPPED THREADING FROM BLOCK]

*** 10/05/2020 14:03:14 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/05/2020 14:03:40 and created by John Nguyen ***
1: Luster I have reopened this case for you. Please provide a video of the stripped threads for documentation.

*** 10/05/2020 14:19:56 ***
Web - Note created on 10/05/2020 14:19:56 and created by Luster Thompson
Video added

*** 10/05/2020 14:20:17 ***
20201005_093610.mp4 added by Luster Thompson on 10/05/2020 14:19:57

*** Web - Advice created on 10/05/2020 15:34:29 and created by John Nguyen ***
1: Luster, I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/05/2020 15:35:01 ***
PWA has been authorized by John Nguyen

*** 10/05/2020 15:35:01 ***
Case closed by John Nguyen with Resolution Code : Faulty Component
[Resolution Summary]
PWA case created. Engine replacement approved under powertrain warranty.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,650

Prod Date: 03/13/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: GA099 Jim Ellis Kia of Kennesaw

Phone: 6787125191 **FAX:** 7703704894

Contact: nicholas gentry **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/25/2020 10:03:32 ***
Contact = nicholas gentry, Priority = Standard, Sub Status = Dispatched

*** 08/25/2020 10:03:32 ***
Web - Problem Description created on 08/25/2020 10:03:32 and created by nicholas gentry
C/S vehicle was overheating

*** 08/25/2020 10:03:32 ***
Web - Diagnostics created on 08/25/2020 10:03:32 and created by nicholas gentry
found oil and coolant leaking from back bank cylinder head gasket, attached picture below

*** 08/25/2020 10:05:12 ***
Web - Note created on 08/25/2020 10:05:12 and created by nicholas gentry
Also found exhaust gases in cooling system

*** 08/25/2020 10:05:17 ***
EE5630A1-B7E1-4161-BC4C-06395DD30141.jpeg added by nicholas gentry on 08/25/2020 10:05:13

*** 08/25/2020 14:30:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 08/25/2020 14:41:54 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** Service Alert Escalated to CA as: 13765441 on 08/26/2020 01:03:39 (PST)

*** 09/01/2020 12:23:16 ***
Web - Note created on 09/01/2020 12:23:16 and created by nicholas gentry
found two head steads free spinning inside of block removed one and pulled threads from block with it

*** Web - Advice created on 09/01/2020 12:38:46 and created by Sam Camarillo ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Web - Advice created on 09/01/2020 12:39:19 and created by Sam Camarillo ***
1: I see your store shows you are a DSA dealer, if this is still current no PWA is needed from TL to proceed
If this status has changed let me know.

*** Case has been auto closed by the system on 09/17/2020 01:09:04 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,759

Prod Date: 09/25/2013 **Warranty Start Date:** 01/02/2014

Dealer/Contact Data:

Dealer: NC072 Fayetteville Kia

Phone: 9108641449 **FAX:** 9108264617

Contact: lawrence ellison **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/20/2020 06:29:43 ***
Contact = lawrence ellison, Priority = Standard, Sub Status = Dispatched

*** 08/20/2020 06:29:43 ***
Web - Problem Description created on 08/20/2020 06:29:43 and created by lawrence ellison
Customer States vehicle is running hot according to gauges and there is a coolant smell issue occurs while driving Highway distance and not in City customer has to add 4 cups of water each day customer stated they replace thermostat themselves 2 weeks ago purchase at Kia dealership

*** 08/20/2020 06:29:43 ***
Web - Diagnostics created on 08/20/2020 06:29:43 and created by lawrence ellison
Check coolant level there were no coolant in radiator nor reservoir tank filled vehicle with coolant perform cooling system pressure test notice coolant coming from back side of engine block head exhaust side .I will be attaching photos from the back side of the motor

*** 08/20/2020 06:29:45 ***
15979299293161389777230.jpg added by lawrence ellison on 08/20/2020 06:29:44

*** 08/20/2020 06:29:46 ***
15979299717988914582 65.jpg added by lawrence ellison on 08/20/2020 06:29:45

*** 08/20/2020 06:29:47 ***
15979300470441846880 17.jpg added by lawrence ellison on 08/20/2020 06:29:46

*** 08/20/2020 09:01:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 08/20/2020 09:03:38 and created by Chris Schang ***
1: Lawrence,
Can you please perform a block test to confirm if there are any exhaust gasses in the cooling system?

*** 08/20/2020 11:09:45 ***
Web - Note created on 08/20/2020 11:09:45 and created by lawrence ellison
Performance engine block test fluid turned yellow which indicate combustion leak is on the exhaust side there is no oil and coolant mixture also smoke steam admitting from tailpipe with smell of coolant

*** Web - Advice created on 08/20/2020 13:16:17 and created by Chris Schang ***
1: Lawrence,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 08/25/2020 06:46:32 ***
Web - Note created on 08/25/2020 06:46:31 and created by lawrence ellison
Remove and inspect oil control valve no metal on screen, nor metal in oil when drained oil for metal or coolant inspection. Head bolts on back side of engine, (cylinder head 1)head bolts were loose and also stripped out when attempted to torque bolts. Need to know what is the next step, also was wondering if the front side of head needs to be inspected as well for any issues concerning that head (cylinder 2)

*** Web - Advice created on 08/25/2020 08:29:48 and created by Chris Schang ***
1: Lawrence,
Can you tell me if there are any long blocks available for order?

*** 08/25/2020 10:26:13 ***
Web - Note created on 08/25/2020 10:26:13 and created by lawrence ellison
Parts department said that the motor is discontinued. What is my next step?

*** Web - Advice created on 08/25/2020 10:32:06 and created by Chris Schang ***
1: Lawrence,
We will need to measure the cylinder heads for warpage and see if they are within specs.

*** 08/25/2020 13:26:41 ***
159838715875740039331815939763 83.jpg added by lawrence ellison on 08/25/2020 13:26:37

*** 08/26/2020 06:54:09 ***
Web - Note created on 08/26/2020 06:54:09 and created by lawrence ellison
Cylinder one head is warped, measurement is over.06000. Cylinder 2 heard warped measurement is over. 08000. Both heads are NOT within specs Cylinder 2 head bolts free spin

*** Web - Advice created on 08/26/2020 08:51:29 and created by Chris Schang ***
1: Thanks Lawrence,
In addition to the short block, you will have to replace the heads as well. I will generate a PWA for you.

*** 08/26/2020 08:51:50 ***
PWA Case created for RA Case 13758126 by Chris Schang

*** 08/26/2020 08:51:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,660

Prod Date: 05/07/2013 **Warranty Start Date:** 06/04/2013

Dealer/Contact Data:

Dealer: CA202 Folsom Lake Kia

Phone: 9163532121 **FAX:** 9168501568

Contact: Alejandro Esparza **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/02/2020 14:45:11 ***
Contact = Alejandro Esparza, Priority = Standard, Sub Status = Dispatched

*** 09/02/2020 14:45:11 ***
Web - Problem Description created on 09/02/2020 14:45:11 and created by Alejandro Esparza
Customer states leaking green fluid.

*** 09/02/2020 14:45:11 ***
Web - Diagnostics created on 09/02/2020 14:45:11 and created by Alejandro Esparza
Noticed coolant all over coolant reservoir. Opened radiator cap and noticed coolant low. Performed block test with blue liquid and tester with engine at idle and noticed fluid turned yellow (gases in exhaust). Removed rear valve cover and pulled cams to the side and checked head bolts and noticed bolt keeps turning and won't tightened. Scanned vehicle and found no codes.

*** 09/02/2020 14:46:17 ***
20200902_143433[1].mp4 added by Alejandro Esparza on 09/02/2020 14:45:12

*** 09/03/2020 07:43:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/03/2020 07:47:43 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 09/03/2020 07:47:54 ***
PWA has been authorized by Tony Thomas

*** 09/03/2020 07:47:54 ***

Case closed by Tony Thomas with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,932

Prod Date: 03/22/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: OK031 Boomer Kia

Phone: 4058988800 **FAX:** 8885175472

Contact: John Waldron **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine replacement approved

Case History

*** 09/09/2020 11:29:32 ***
Contact = John Waldron, Priority = Standard, Sub Status = Dispatched

*** 09/09/2020 11:29:32 ***
Web - Problem Description created on 09/09/2020 11:29:32 and created by John Waldron
Customer states vehicle will over heat while driving.

*** 09/09/2020 11:29:32 ***
Web - Diagnostics created on 09/09/2020 11:29:32 and created by John Waldron
Verified concern and found the cylinder head gasket's were blown. after pulling cylinder head's off found the cylinder head bolts pulled threads out of the block. tried to hand tighten
head bolts and found 6 of them would tighten after 2 threads and become hard to turn. also found the bank 1 cylinder head was warped. have attached a couple photo's of inside the
bolt hole's.

*** 09/09/2020 11:29:33 ***
BK650010.JPG added by John Waldron on 09/09/2020 11:29:32

*** 09/09/2020 11:29:33 ***
BK650011.JPG added by John Waldron on 09/09/2020 11:29:33

*** 09/09/2020 14:24:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/09/2020 14:25:37 and created by John Nguyen ***
1: John, please add a continuous video of the cylinder head bolts not being able to torque down for documentation.

*** 09/09/2020 14:42:51 ***
Web - Note created on 09/09/2020 14:42:51 and created by John Waldron
I have attached video to the case. The head bolt got to 27-30 ft lbs then started to spin.

*** 09/09/2020 14:43:53 ***
20200909_163923.mp4 added by John Waldron on 09/09/2020 14:42:52

*** Web - Advice created on 09/09/2020 14:55:04 and created by John Nguyen ***
1: John, Based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/09/2020 14:55:40 ***
PWA has been authorized by John Nguyen

*** 09/09/2020 14:55:40 ***
Case closed by John Nguyen with Resolution Code : Faulty Component
[Resolution Summary]
Engine replacement approved under powertrain waranty.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,357

Prod Date: 03/28/2014 **Warranty Start Date:** 05/25/2014

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: Jesus Basurto **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 09/09/2020 09:52:42 ***
Contact = Jesus Basurto, Priority = Standard, Sub Status = Dispatched

*** 09/09/2020 09:52:43 ***
Web - Problem Description created on 09/09/2020 09:52:42 and created by Jesus Basurto
C/S engine overheating and coolant loss

*** 09/09/2020 09:52:43 ***
Web - Diagnostics created on 09/09/2020 09:52:43 and created by Jesus Basurto
Verified concerns. Found coolant leak at bank 1 head gasket. Remove camshafts to gain access to head bolts. Found head bolt closest to timing chain underneath exhaust cam was loose. Remove head bolt to find block threads stripped. Recommend engine replacement. I have attached a video showing the head bolt removed.

*** 09/09/2020 09:52:54 ***
6131038.MOV added by Jesus Basurto on 09/09/2020 09:52:43

*** 09/09/2020 12:44:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/09/2020 12:46:18 and created by Frank Lusic ***
1: hello Jesus
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/09/2020 12:46:37 ***
PWA Case created for RA Case 13784139 by Frank Lusic

*** 09/09/2020 12:46:37 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,752

Prod Date: 02/14/2013 **Warranty Start Date:** 04/27/2013

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Darcy Dehn **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/13/2020 14:28:16 ***
Contact = Darcy Dehn, Priority = Standard, Sub Status = Dispatched

*** 08/13/2020 14:28:16 ***
Web - Problem Description created on 08/13/2020 14:28:16 and created by Darcy Dehn
engine overheated. found head gasket leaks externally from center area of head/block on bank 2. suspect loose head bolts/stripped block. what should I do now?

*** 08/13/2020 14:28:17 ***
Web - Diagnostics created on 08/13/2020 14:28:16 and created by Darcy Dehn
see above

*** 08/13/2020 16:06:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/13/2020 16:07:45 and created by John Nguyen ***
1: Darcy, Rob, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Case has been auto closed by the system on 08/29/2020 01:15:07 (PST)
*** 09/08/2020 14:55:38 ***
Case Number: XXXXXXXX Reopen Requested by Darcy Dehn.
Reason: [found threads stripped for head bolts. do you still need a video of the stripped threads?]

*** 09/08/2020 15:18:33 ***

Reopened with Sub Status of Working

*** Web - Advice created on 09/08/2020 15:19:04 and created by John Nguyen ***
1: Darcy, yes please provide a continuous video of the stripped head bolts and include a clear view of the VIN for documentation.

*** 09/10/2020 09:49:58 ***
20200910_114715.mp4 added by Darcy Dehn on 09/10/2020 09:49:28

*** 09/10/2020 09:50:51 ***
1599756613013114218822 8.jpg added by Darcy Dehn on 09/10/2020 09:50:49

*** Web - Advice created on 09/10/2020 10:02:24 and created by John Nguyen ***
1: Darcy, I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/10/2020 10:03:06 ***
PWA Case created for RA Case 13750480 by John Nguyen

*** 09/10/2020 10:03:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,109

Prod Date: 03/20/2013 **Warranty Start Date:** 03/15/2014

Dealer/Contact Data:

Dealer: CA258 Jim Bone Kia of Santa Rosa

Phone: 7075457050 **FAX:** 7075288237

Contact: ALBERTO RUBIO **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 08/04/2020 10:56:56 ***
Contact = Steve Rayley, Priority = Standard, Sub Status = Dispatched

*** 08/04/2020 10:56:56 ***
Web - Problem Description created on 08/04/2020 10:56:56 and created by Steve Rayley
GOOD MORNING CAR TOWED IN AFTER OVER HEAT.

*** 08/04/2020 10:56:57 ***
Web - Diagnostics created on 08/04/2020 10:56:56 and created by Steve Rayley
COOLING SYSTEM WAS VERY LOW. TOP OFF AND PRESSURE CHECK WITH NO VISIBLE LEAKS. CAN SMELL HYDRO CARMENS IN THE RADIATOR. THINKING WE NEED TO CHECK THE HEAD BOLTS AT THIS POINT.

*** 08/04/2020 13:08:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/04/2020 13:14:30 and created by Brian Lall ***
1: Thanks for letting me know the coolant is low. Please perform a block check and make sure the fan works with the actuation test. Did you find the root cause of the overheating?

*** 08/05/2020 12:44:39 ***
Web - Note created on 08/05/2020 12:44:38 and created by Steve Rayley
BRIAN THE FAN WORKS. I BELEVE WE ARE GOING TO FIND PULLED HEAD BOLTS HEAR. WOULD YOU LIKE US TO REMOVE THE VALVE COVERS AND INSPECT THE HEAD BOLTS. IT BUILDS PRESSURE ALMOS INSTANT IN THE RADIATOR.

*** Web - Advice created on 08/06/2020 05:20:47 and created by Brian Lall ***
1: Yes, please get authorizaton to check for any loose head bolts and damaged threads in the block. If you find any damage take pictures and attach them to the case. Thanks.

*** Case has been auto closed by the system on 08/22/2020 01:13:38 (PST)
*** 09/16/2020 09:53:58 ***
Case Number: XXXXXXXX Reopen Requested by ALBERTO RUBIO.
Reason: [I have video of the damaged threads]

*** 09/16/2020 14:00:15 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/16/2020 14:01:07 and created by Brian Lall ***
1: Please note if the vehicle left and returned or if it has been at the dealer the entire time. Please also attach the video and if the RO or mileage has changed note that in the case as well. Thanks.

*** Service Alert Escalated to CA as: 13794777 on 09/17/2020 01:04:41 (PST)

*** 09/17/2020 08:33:50 ***
IMG_1331.MOV added by ALBERTO RUBIO on 09/17/2020 08:33:38

*** Web - Advice created on 09/17/2020 10:15:21 and created by Brian Lall ***
1: Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you. Thanks.

*** 09/17/2020 10:15:46 ***
PWA Case created for RA Case 13737985 by Brian Lall

*** 09/17/2020 10:15:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,417

Prod Date: 11/13/2013 **Warranty Start Date:** 04/20/2014

Dealer/Contact Data:

Dealer: CA305 Kia of Vacaville

Phone: 7073596400 **FAX:** 7074717266

Contact: Souta Saephan **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Warranty Exclusion-Auto

Case History

*** 09/17/2020 14:45:59 ***
Contact = Souta Saephan, Priority = Standard, Sub Status = Dispatched

*** 09/17/2020 14:45:59 ***
Web - Problem Description created on 09/17/2020 14:45:59 and created by Souta Saephan
Customer states vehicle over heated.

*** 09/17/2020 14:45:59 ***
Web - Diagnostics created on 09/17/2020 14:45:59 and created by Souta Saephan
Verified customer's concern, the engine is overheating. Noticed the coolant in the reservoir is above the full mark and radiator cap is brand new. I checked the head gaskets and found bank 2 is leaking coolant from which looks like cylinder 4. I attached pictures of the leak coming from the head gasket on bank 2. I had a couple of these engines with the head bolts being loose or stripped out causing the leak.

*** 09/17/2020 14:46:01 ***
IMG-2943.jpg added by Souta Saephan on 09/17/2020 14:46:00

*** 09/17/2020 14:46:02 ***
IMG-2943 (1).jpg added by Souta Saephan on 09/17/2020 14:46:01

*** 09/17/2020 15:02:21 ***
Web - Note created on 09/17/2020 15:02:21 and created by Souta Saephan
forgot to say that the radiator is empty.

*** 09/17/2020 16:04:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/17/2020 16:05:56 and created by Brian Hernandez ***
1: Thank you for the information on the case and the photo attachment. I can see the trail of coolant residue on the side of the block from the gasket. I think you're going in the right direction with the head bolts.

We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 09/18/2020 09:25:14 ***
Web - Note created on 09/18/2020 09:25:14 and created by Souta Saephan
I removed the camshafts on bank 2 then checked all the head bolts and had 4 of them loose. Cylinder 4 area head bolts were loose and 1 of the bolts had coolant on it when i pulled it out. I attached some photos of the head bolts and the torque readings I got.

*** 09/18/2020 09:25:16 ***
IMG-2947.jpg added by Souta Saephan on 09/18/2020 09:25:14

*** 09/18/2020 09:25:17 ***
IMG-2948.jpg added by Souta Saephan on 09/18/2020 09:25:16

*** 09/18/2020 09:25:19 ***
IMG-2949.jpg added by Souta Saephan on 09/18/2020 09:25:17

*** Web - Advice created on 09/18/2020 13:32:39 and created by Brian Hernandez ***
1: Thank you for the information and attachments. Were you able to torque those head bolts to 75ft/lbs?

*** 09/18/2020 16:00:05 ***
Web - Note created on 09/18/2020 16:00:05 and created by Souta Saephan
All the head bolts that were loose would just spin and not tighten.

*** Web - Advice created on 09/18/2020 17:53:06 and created by Brian Hernandez ***
1: Sounds good to me, thank you Souta. I have generated a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 09/18/2020 17:53:32 ***
PWA Case 13797786 created by Brian Hernandez

*** 09/18/2020 17:53:38 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,545

Prod Date: 10/31/2014 **Warranty Start Date:** 03/22/2015

Dealer/Contact Data:

Dealer: WA034 Car Pros Kia Renton

Phone: 4252774228 **FAX:** 2536714068

Contact: Ramon Santiano **Contact Title:** Technician Trainee **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 09/18/2020 07:47:33 ***
Contact = Ramon Santiano, Priority = Standard, Sub Status = Dispatched

*** 09/18/2020 07:47:34 ***
Web - Problem Description created on 09/18/2020 07:42:20 and created by Ramon Santiano
Three cylinder head bolts are not tight and will not tighten because the threads in the cylinder block are stripped. The job was originally for head gasket replacement because of internal coolant leak. When removing the cylinder heads, bank 1 cylinder head bolts (3 of them) were not tight.

*** 09/18/2020 07:47:34 ***
Web - Diagnostics created on 09/18/2020 07:42:20 and created by Ramon Santiano
Performed coolant block test. It failed and determined it was from the head gasket. Removed cylinder head and found three head bolts to be loose. Upon inspection, found that the threads in the cylinder block are stripped.

*** 09/18/2020 08:01:01 ***
Web - Note created on 09/18/2020 08:01:00 and created by Ramon Santiano
Attached a video showing stripped threads on cylinder block.

*** 09/18/2020 08:01:45 ***
20200918_075759.mp4 added by Ramon Santiano on 09/18/2020 08:01:01

*** 09/18/2020 08:20:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 09/18/2020 08:30:16 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use

Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083

Thank you.

*** 09/18/2020 08:30:56 ***
PWA Case created for RA Case 13796767 by Juan Vazquez

*** 09/18/2020 08:30:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 9,380

Prod Date: 01/23/2020 **Warranty Start Date:** 02/02/2020

Dealer/Contact Data:

Dealer: FL112 City Kia of Greater Orlando

Phone: 4078391000 **FAX:** 4079921804

Contact: Jose Cruz **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - No Start #

Symptom: Low Compression **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 09/18/2020 16:02:51 ***
Contact = JOSE CRUZ, Priority = Standard, Sub Status = Dispatched

*** 09/18/2020 16:02:51 ***
Web - Problem Description created on 09/18/2020 15:59:12 and created by JOSE CRUZ
car dont start low coolant no compression possible head gasket

*** 09/18/2020 16:02:51 ***
Web - Diagnostics created on 09/18/2020 15:59:12 and created by JOSE CRUZ
verified car dont start ,found engine covered by coolant, no coolant on engine ,add coolant to radiator and coolant gone to the engine oil,take out 3 front spark plugs take compression have 60 psi on cylinder #1,20 psi on cylinder #3 and cylinder #6 have 61 psi,perform actuation test on cooling fan motor and is working very slow.

*** 09/18/2020 16:06:36 ***
20200918_184337.jpg added by JOSE CRUZ on 09/18/2020 16:06:35

*** 09/18/2020 16:06:37 ***
20200918_184223.jpg added by JOSE CRUZ on 09/18/2020 16:06:36

*** 09/18/2020 16:06:39 ***
20200918_184124.jpg added by JOSE CRUZ on 09/18/2020 16:06:38

*** 09/18/2020 16:09:49 ***
160047041713715781576l4.jpg added by JOSE CRUZ on 09/18/2020 16:09:47

*** 09/18/2020 16:09:51 ***
160047048286928246731 8.jpg added by JOSE CRUZ on 09/18/2020 16:09:49

*** 09/18/2020 16:09:52 ***
160047051189016910503 5.jpg added by JOSE CRUZ on 09/18/2020 16:09:51

*** 09/18/2020 16:09:54 ***
1600470536262127808494 6.jpg added by JOSE CRUZ on 09/18/2020 16:09:53

*** 09/19/2020 07:22:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/19/2020 07:34:31 and created by Brian Hernandez ***
1: You mentioned the cooling fan motor was working but it was going slow. Is that in comparison to other similar Sorento's? I see you have low compression on the engine as well. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 09/22/2020 08:18:01 ***
Web - Note created on 09/22/2020 08:18:01 and created by JOSE CRUZ
Sended pintures from ocv valves with no metal inside ,verified heads bolts accept torque from 75 ft pounds

*** 09/22/2020 08:18:03 ***
20200922_110658.jpg added by JOSE CRUZ on 09/22/2020 08:18:02

*** 09/22/2020 08:18:04 ***
20200922_110711.jpg added by JOSE CRUZ on 09/22/2020 08:18:03

*** Web - Advice created on 09/22/2020 10:33:07 and created by Brian Hernandez ***
1: The OCV's do look very clean right now. Were any of the head bolts loose before you tried to torque them to 75ft/lbs? I'm wondering if it's just blown head gaskets right now that's eating the coolant.

*** 09/24/2020 04:12:13 ***
Web - Note created on 09/24/2020 04:12:13 and created by JOSE CRUZ
found any bolt loose what next?

*** Web - Advice created on 09/24/2020 08:35:03 and created by Brian Hernandez ***
1: Did you find loose bolts in both heads or just one? Sorry, I just did not understand your last message. Did any of those head bolts strip?

*** Service Alert Escalated to CA as: 13805876 on 09/25/2020 01:06:04 (PST)

*** 09/28/2020 04:09:20 ***
Web - Note created on 09/28/2020 04:09:19 and created by JOSE CRUZ
Dont found any bolt loose

*** Web - Advice created on 09/28/2020 09:13:39 and created by Brian Hernandez ***
1: Hello Jose,
It does seem like we have a bad head gasket here. Go ahead and tear down the engine to inspect and replace the head gasket. Let me know if you find any other damage. Please also send a picture of the head gasket. Check the deck on the head and engine block for flatness with a straightedge and micrometer.

*** 10/09/2020 06:07:37 ***
Web - Note created on 10/09/2020 06:07:37 and created by JOSE CRUZ
Hello Brian,send to you pictures from brake block and piston and video from flatness surface on head normal measure is less than 5mm and have more than 10 mm

*** 10/09/2020 06:07:39 ***
20201009_084323.jpg added by JOSE CRUZ on 10/09/2020 06:07:38

*** 10/09/2020 06:07:41 ***
20201009_084456.jpg added by JOSE CRUZ on 10/09/2020 06:07:40

*** 10/09/2020 06:07:42 ***
20201009_084354.jpg added by JOSE CRUZ on 10/09/2020 06:07:41

*** 10/09/2020 06:07:44 ***
20201009_084407.jpg added by JOSE CRUZ on 10/09/2020 06:07:43

*** 10/09/2020 06:07:46 ***
20201009_084414.jpg added by JOSE CRUZ on 10/09/2020 06:07:45

*** 10/09/2020 06:07:58 ***
20201009_085450.mp4 added by JOSE CRUZ on 10/09/2020 06:07:47

*** Web - Advice created on 10/09/2020 10:15:12 and created by Brian Hernandez ***
1: Thank you for the new attachments and info Jose. I have generated a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

Since the heads are warped I would recommend a long block be used if available. If there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Thanks!

*** 10/09/2020 10:15:29 ***
PWA Case 13824917 created by Brian Hernandez

*** 10/09/2020 10:15:32 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,236

Prod Date: 07/19/2019 **Warranty Start Date:** 07/22/2019

Dealer/Contact Data:

Dealer: FL144 Southside Kia

Phone: 9044006650 **FAX:** 9044006651

Contact: Christopher olsen **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/12/2020 10:44:32 ***
Contact = chris olsen, Priority = Standard, Sub Status = Dispatched

*** 10/12/2020 10:44:32 ***
Web - Problem Description created on 10/12/2020 10:44:32 and created by chris olsen
engine is over heating and shutting off

*** 10/12/2020 10:44:32 ***
Web - Diagnostics created on 10/12/2020 10:44:32 and created by chris olsen
engine is over heating and shutting off verified that failed block test

*** 10/12/2020 10:47:16 ***
20201012_134455.mp4 added by chris olsen on 10/12/2020 10:46:59

*** 10/12/2020 11:55:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/12/2020 12:00:06 and created by Frank Lusic ***
1: Hello Chris
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 10/12/2020 12:03:14 ***
Web - Note created on 10/12/2020 12:03:14 and created by chris olsen
is there labor op time that i can get for inspection

*** Web - Advice created on 10/12/2020 13:10:24 and created by Frank Lusic ***

1: I am sorry but tech line does not have access to labor OP codes

*** 10/13/2020 09:10:07 ***
Web - Note created on 10/13/2020 09:10:07 and created by chris olsen
all head bolts are torque correctly

*** Web - Advice created on 10/13/2020 10:03:08 and created by Frank Lusic ***
1: please remove the heads , inspect for warped heads and a block , check the cylinder walls for heat damage, attach pictures of your findings

*** 10/13/2020 12:41:44 ***
Web - Note created on 10/13/2020 12:41:43 and created by chris olsen
when removal of head bolts the 2nd time found some tread comming out on the back bank small amount will attach photo of cylinder walls soon'

*** 10/13/2020 12:46:20 ***
160261824002747473937534184257 6.jpg added by chris olsen on 10/13/2020 12:46:19

*** 10/13/2020 12:46:22 ***
160261826978068040496853392242 30.jpg added by chris olsen on 10/13/2020 12:46:21

*** 10/13/2020 12:46:24 ***
160261833336774505791962398194 18.jpg added by chris olsen on 10/13/2020 12:46:22

*** 10/13/2020 13:31:50 ***
Web - Note created on 10/13/2020 13:31:50 and created by chris olsen
Customer also stated that engine had a knock

*** Web - Advice created on 10/13/2020 13:49:15 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/13/2020 13:49:21 ***
PWA has been authorized by Frank Lusic

*** 10/13/2020 13:49:21 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,830

Prod Date: 02/15/2013 **Warranty Start Date:** 03/14/2013

Dealer/Contact Data:

Dealer: WA020 Smith Kia of Bellingham

Phone: 3607153455 **FAX:** 3607153554

Contact: TIMOTHY GRIFFITH **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/13/2020 13:56:47 ***
Contact = TIMOTHY GRIFFITH, Priority = Standard, Sub Status = Dispatched

*** 08/13/2020 13:56:47 ***
Web - Problem Description created on 08/13/2020 13:56:47 and created by TIMOTHY GRIFFITH
Customer states engine temp gauge went to full hot and then cooled down.

*** 08/13/2020 13:56:48 ***
Web - Diagnostics created on 08/13/2020 13:56:48 and created by TIMOTHY GRIFFITH
Performed visual inspection found low coolant and oil in radiator. Engine oil is 1 to 1.5 quarts low. removed intake and spark plugs and pressurized each cylinder and got air bubbles in radiator from cylinders 3,5 2 and 6. Thank you.

*** 08/13/2020 15:38:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/13/2020 15:40:25 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 08/27/2020 07:42:32 ***
Web - Note created on 08/27/2020 07:42:32 and created by TIMOTHY GRIFFITH
Just wanted to let you know that we are really backed up and I might not get to this until next week. I did look underneath the vehicle and there is no external coolant leaks. Thank you.

*** Web - Advice created on 08/27/2020 08:49:12 and created by Eric Patterson ***
1: Thank you

*** Service Alert Escalated to CA as: 13665844 on 08/28/2020 01:04:16 (PST)

*** Case has been auto closed by the system on 09/12/2020 01:09:50 (PST)
*** 10/13/2020 09:13:51 ***
Case Number: XXXXXXXX Reopen Requested by TIMOTHY GRIFFITH.
Reason: [I finally was able to get this vehicle in and tear down and inspect. Bank 1 had 2 bolts that would not torque to 75 FT LBS and bank 2 only had one bolt that would torque to 75 FT LBS. I used a straight edge and checked the heads and both heads are flat I do have picture of three bolts that the thread came with them. Thank you.]

*** 10/13/2020 11:56:16 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/13/2020 11:58:03 and created by Eric Patterson ***
1: Please attach the pictures to the case.

*** 10/13/2020 12:02:48 ***
Web - Note created on 10/13/2020 12:02:48 and created by TIMOTHY GRIFFITH
please find attached pictures of the head bolts. if you would like i can use my inspection camera in each head bolt hole on block. thank you.

*** 10/13/2020 12:02:51 ***
20201013_090310.jpg added by TIMOTHY GRIFFITH on 10/13/2020 12:02:49

*** Web - Advice created on 10/13/2020 12:54:27 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/13/2020 12:54:45 ***
PWA Case created for RA Case 13750424 by Eric Patterson

*** 10/13/2020 12:54:45 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,240

Prod Date: 06/14/2017 **Warranty Start Date:** 09/09/2017

Dealer/Contact Data:

Dealer: WI008 Palmen Kia of Kenosha

Phone: 2626973100 **FAX:** 2626971986

Contact: Arnold Corpuz **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 10/14/2020 09:40:38 ***
Contact = Arnold Corpuz, Priority = Standard, Sub Status = Dispatched

*** 10/14/2020 09:40:38 ***
Web - Problem Description created on 10/14/2020 09:34:23 and created by Arnold Corpuz
customer states engine over heated & will not restart.

*** 10/14/2020 09:40:39 ***
Web - Diagnostics created on 10/14/2020 09:34:23 and created by Arnold Corpuz
Checked for dtc's & none found. Engine cranks over but will not start. While cranking engine over i found coolant reservoir bubbling up. Checked for coolant mixing with inside engine & none present.. Removed radiator cap & found radiator is empty. Refilled radiator & pressure tested cooling system & found small coolant leaking at bank 1/ right side of engine at the cylinder head. Please advise. Thank you.

*** 10/14/2020 12:18:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 10/14/2020 12:20:51 and created by Chris Schang ***
1: Arnold,
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 80 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.

*** 10/23/2020 10:44:10 ***
Web - Note created on 10/23/2020 10:44:10 and created by Arnold Corpuz
I found 6 out of the 8 head bolts are loose at right side cylinder head (bank1) & 2 out of the 6 loose head bolts are stripped. No metal found at intake & exhaust OCV(bank1). Please advise. Thank you.

*** Web - Advice created on 10/23/2020 12:54:57 and created by Chris Schang ***
1: Arnold,

Can you check with your parts department and see if there is a long block available?

*** 10/23/2020 14:06:08 ***
Web - Note created on 10/23/2020 14:06:07 and created by Arnold Corpuz
There is an active part number for a long block, however there is none available in the warehouses. Please advise. Thank you.

*** Web - Advice created on 10/23/2020 14:51:17 and created by Chris Schang ***
1: Arnold,
The heads will need to be removed to be inspected for warping. We already know that we will be replacing the block for damaged threads but we need to tear down to determine the extent of the repair.

*** 10/27/2020 05:56:53 ***
Web - Note created on 10/27/2020 05:56:53 and created by Arnold Corpuz
yes middle of both cylinder heads are warped (more than 0.05mm). Please advise. Thank you.

*** Web - Advice created on 10/27/2020 07:03:33 and created by Chris Schang ***
1: Arnold,
I will generate a PWA for the short block as I believe that the long block is discontinued. You will also have to replace the heads. Thanks.

*** 10/27/2020 07:04:24 ***
PWA Case 13847374 created by Chris Schang

*** 10/27/2020 07:04:33 ***
I have generated and approved a PWA case for you.

*** 12/10/2020 07:30:04 ***
Case Number: XXXXXXXX Reopen Requested by Arnold Corpuz.
Reason: [after replacing short block and got everything back together engine was running fine. I let run for 30 mins, then took it out for a good road test & ran great until about 3 mile into the road test. While on road test after about 3 miles MIL lite came on started flashing & vehicle did not want to pass 20 to 30mph & felt like it was misfiring. Then I shut off the engine & restart engine ran fine & got it back to the shop. While on road test back to the shop I was watching data analysis & found that the fuel- high pressure desired & sensor signal would dropped down around 80 psi & that's when the vehicle starts to act up & will not go pass 30mph. Then the desired & high pressure sensor signal jumps back around 1300 psi & engine starts to run fine again. I wasn't able to record dtc at the time but it was for low fuel rail pressure. Got back to the shop started diag & found high pressure fuel pump was the issue. So I parked vehicle outside & I order new high pressure pump. Next day I drove vehicle in the shop then replaced high pressure fuel pump & when I tried to start engine it would crank but not start. So while cranking the engine over I was watching data analysis & found that the desired & high pressure sensor signal is around 1100 to 1300 psi. So now I know that the high pressure fuel is working & engine is getting fuel. Performed diag & found that now I have NO SPARK. Checked for dtc's & none present. Checked all fuses & all checks out fine. Please advise. Thank you.]

*** 12/10/2020 07:34:03 ***
Reopen Denied by Chris Schang
Reason: arnold this is a seperate concern and you will need to open a new case

*** Service Alert Escalated to CA as: 13911521 on 12/11/2020 01:06:01 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 5,946

Prod Date: 09/12/2018 **Warranty Start Date:** 07/20/2019

Dealer/Contact Data:

Dealer: MA053 Dan O'Brien Kia Norwood

Phone: 7817628100 **FAX:** 7812555829

Contact: Tyler Ouellette **Contact Title:** Shop Foreman **Service District:** EA02

Case Details:

Case Title: Engine - Rough idle/Misfire # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 09/25/2020 08:53:11 ***
Contact = Tyler Ouellette, Priority = Standard, Sub Status = Dispatched

*** 09/25/2020 08:53:11 ***
Web - Problem Description created on 09/25/2020 08:53:11 and created by Tyler Ouellette
engine making knocking noise

*** 09/25/2020 08:53:11 ***
Web - Diagnostics created on 09/25/2020 08:53:11 and created by Tyler Ouellette
verfied concern. found engine is making noise. found cylinders 1,3,5 are all misfiring and vehicle runs very rough.

*** 09/25/2020 08:57:24 ***
20200925_115430.mp4 added by Tyler Ouellette on 09/25/2020 08:57:02

*** 09/25/2020 08:57:48 ***
Web - Note created on 09/25/2020 08:57:48 and created by Tyler Ouellette
also uploaded video of engine noise

*** 09/25/2020 11:22:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/25/2020 11:43:11 and created by Tony Thomas ***
1: Perform normal mechanical, electrical and fuel system inspections for misfires and test fuel quality per TB006. Check fuel trims; test the fuel sample for quality (color, smell). For quality, it should have a strong fuel smell, and a clear yellowish color. Burn a small amount by smearing a few drops into a metal pan and see if you have an oily residue left over. If no problems are found, remove the plugs and check for signs of porcelain cracking or carbon tracking.

*** 09/29/2020 10:09:01 ***
Web - Note created on 09/29/2020 10:09:00 and created by Tyler Ouellette
just wanted to note as well that vehicle is blowing white smoke and coolant level is low. will performed all normal testings as

well. just wanted to add to case vehicle blowing smoke and low on coolant

*** Web - Advice created on 09/29/2020 11:00:13 and created by Tony Thomas ***
1: Perform a chemical block test for hydrocarbons in the cooling system and the bank 1 cylinders for coolant in the cylinders.

*** Service Alert Escalated to CA as: 13815237 on 10/02/2020 01:04:50 (PST)

*** 10/07/2020 08:29:00 ***
Web - Note created on 10/07/2020 08:29:00 and created by Tyler Ouellette
performed checmical block test and verified hydrocarbons are in cooling system. have not inspected cylinders for coolant in them yet but will update when able to

*** Web - Advice created on 10/07/2020 08:48:58 and created by Tony Thomas ***
1: Get approval to pull the heads and check for stripped head bolts.

*** 10/19/2020 11:47:39 ***
160313323096983655306162958026l4.jpg added by Tyler Ouellette on 10/19/2020 11:47:37

*** 10/19/2020 11:48:06 ***
Web - Note created on 10/19/2020 11:48:06 and created by Tyler Ouellette
uploaded pictures of first head bolt and it pull alot of threads.

*** 10/19/2020 11:48:10 ***
Web - Note created on 10/19/2020 11:48:10 and created by Tyler Ouellette
uploaded pictures of first head bolt and it pull alot of threads.

*** Web - Advice created on 10/19/2020 11:54:41 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 10/19/2020 11:54:56 ***
PWA Case created for RA Case 13806468 by Tony Thomas

*** 10/19/2020 11:54:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,828

Prod Date: 03/19/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: OH043 Kings Kia

Phone: 5136776700 **FAX:** 5138248445

Contact: Todd Lang **Contact Title:** Shop Foreman **Service District:** CE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized

Case History

*** 10/20/2020 06:11:41 ***
Contact = Todd Lang, Priority = Standard, Sub Status = Dispatched

*** 10/20/2020 06:11:41 ***
Web - Problem Description created on 10/20/2020 06:11:41 and created by Todd Lang
CUSTOMER STATES ENGINE TEMP WENT TO HOT,
AND WAS OVERHEATING

*** 10/20/2020 06:11:41 ***
Web - Diagnostics created on 10/20/2020 06:11:41 and created by Todd Lang
INSPECTED VEHICLE AND FOUND COOLING SYSTEM LOW ON COOLANT
INSPECTED ENGINE AND FOUND COOLANT LEAKING FROM REAR CYLINDER HEAD GASKET ENTIRE LENGTH OF CYLINDER HEAD
PERFORMED BLOCK TEST WITH CO2 DETECTOR AND IT IMMEDIATLY TURNED YELLOW
ENGINE HAS COMPRESSION GASES LEAKING INTO COOLING SYSTEM DUE TO FAILED HEADBOLT THREADS IN CYLINDER BLOCK
NEEDS ENGINE REPLACED WILL ATTACH PICTURES

*** 10/20/2020 06:19:27 ***
160319962670521074025 48.jpg added by Todd Lang on 10/20/2020 06:19:26

*** 10/20/2020 06:19:28 ***
160319965243013950473 07.jpg added by Todd Lang on 10/20/2020 06:19:28

*** 10/20/2020 06:19:30 ***
160319978077577591812 7.jpg added by Todd Lang on 10/20/2020 06:19:29

*** 10/20/2020 08:04:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/20/2020 08:06:01 and created by Greg Phillips ***
1: Todd, please remove the valve cover on that bank. Get a photo of the valve train for maintenance verification. Then please confirm that the head bolts are stripped, if the engine is clean. If the engine has sludge, please get the customer's oil service records.

*** 11/02/2020 09:15:51 ***
20201102_121350.mp4 added by Todd Lang on 11/02/2020 09:15:39

*** 11/02/2020 11:07:06 ***
Web - Note created on 11/02/2020 11:07:06 and created by Todd Lang
ENGINE IS CLEAN MAINTANANCE RECORDS? WHAT IS THE RECOMMENDED MILAGE INTERVAL FOR KIA COOLANT?
ITS NOT A MAINTAINANCE ISSUE
ITS A KIA MOTORS AMERICA ISSUE
CONFIRMED HEAD BOLTS HAVE PULLED THREADS FROM BLOCK
PLEASE SEE VIDEO

*** Phone - Advice created on 11/03/2020 09:43:11 and created by Greg Phillips ***
1: Spoke with Todd and reviewed video. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Please refer to service info and TSB ENG083

*** 11/03/2020 09:43:31 ***
PWA has been authorized by Greg Phillips

*** 11/03/2020 09:43:31 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,546

Prod Date: 05/03/2013 **Warranty Start Date:** 11/20/2013

Dealer/Contact Data:

Dealer: AZ001 Royal Kia

Phone: 5207904132 **FAX:** 8006885034

Contact: Courtlin Riley **Contact Title:** Dual Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 10/21/2020 10:28:37 ***
Contact = Courtlin Riley, Priority = Standard, Sub Status = Dispatched

*** 10/21/2020 10:28:37 ***
Web - Problem Description created on 10/21/2020 10:25:44 and created by Courtlin Riley
VEHICLE STARTED KNOCKING AND TEMP TEMP GAUGE WAS READING HOTTER THAN NORMAL.

*** 10/21/2020 10:28:37 ***
Web - Diagnostics created on 10/21/2020 10:25:45 and created by Courtlin Riley
FOUND COOLANT LEAKING FROM HEAD GASKET ON BANK TWO. "KNOCKING" NOISE IS EXHAUST/CUMBUSTION GASSES BLOWING THROUGH HEAD GASKET.

*** 10/21/2020 11:41:35 ***
Web - Note created on 10/21/2020 11:41:35 and created by Courtlin Riley
REMOVED, VALVE COVER, FOUND HEAD BOLT IN LEFT FRONT CORNER OF CYLINDER HEAD IS LOOSE, AND MOVES SIDE TO SIDE.

*** 10/21/2020 14:04:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 10/21/2020 14:05:20 and created by Eric Patterson ***
1: Please add a video to the case of the bolt just spinning.

*** Service Alert Escalated to CA as: 13841129 on 10/22/2020 01:04:38 (PST)

*** 10/22/2020 08:58:28 ***
Web - Note created on 10/22/2020 08:58:28 and created by Courtlin Riley
Attached video of vehicle running and culmination gasses leaking from head gasket. Also video of head bolt moving side to

side.

*** 10/22/2020 08:58:30 ***
IMG_2328.MOV added by Courtlin Riley on 10/22/2020 08:58:29

*** 10/22/2020 08:58:34 ***
IMG_2329.MOV added by Courtlin Riley on 10/22/2020 08:58:31

*** Web - Advice created on 10/22/2020 09:13:13 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/22/2020 09:13:29 ***
PWA Case created for RA Case 13840239 by Eric Patterson

*** 10/22/2020 09:13:29 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,016

Prod Date: 09/05/2013 **Warranty Start Date:** 05/27/2014

Dealer/Contact Data:

Dealer: MO017 Suntrup Kia

Phone: 3148942311 **FAX:** 3148921764

Contact: Terry Petrovic **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Gasket Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 10/29/2020 13:00:52 ***
Contact = Terry Petrovic, Priority = Standard, Sub Status = Dispatched

*** 10/29/2020 13:00:52 ***
Web - Problem Description created on 10/29/2020 13:00:52 and created by Terry Petrovic
customer states ccolan leak , and having to add to reservoir

*** 10/29/2020 13:00:52 ***
Web - Diagnostics created on 10/29/2020 13:00:52 and created by Terry Petrovic
checked coolant low, found leak at back head under exhaust port, as we well know the head bolts strip, or peel thread upon dismantle.

*** 10/29/2020 13:00:53 ***
20201029_144656_resized.jpg added by Terry Petrovic on 10/29/2020 13:00:53

*** 10/29/2020 13:00:55 ***
20201029_144702.jpg added by Terry Petrovic on 10/29/2020 13:00:54

*** 10/29/2020 13:00:58 ***
20201029_144708.jpg added by Terry Petrovic on 10/29/2020 13:00:56

*** 10/29/2020 14:20:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/29/2020 14:23:05 and created by Andrew Velasco ***
1: Hello, Terry. Thank you for all of the information. Please remove the valve cover and attach a continuous video displaying the VIN plate and the stripped head bolt with a ratchet.

*** 11/09/2020 11:02:57 ***
Web - Note created on 11/09/2020 11:02:57 and created by Terry Petrovic

here is the video, please advise if I can order a short block and gasket set to repair

*** 11/09/2020 11:03:01 ***
20201109_125209.jpg added by Terry Petrovic on 11/09/2020 11:02:58

*** 11/09/2020 11:03:33 ***
20201109_125110.mp4 added by Terry Petrovic on 11/09/2020 11:03:02

*** Web - Advice created on 11/09/2020 11:13:45 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/09/2020 11:13:53 ***
PWA has been authorized by Andrew Velasco

*** 11/09/2020 11:13:53 ***
Case closed by Andrew Velasco with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 9,463

Prod Date: 09/28/2017 **Warranty Start Date:** 11/20/2017

Dealer/Contact Data:

Dealer: OH031 Preston Kia

Phone: 4408349700 **FAX:** 4408349704

Contact: chase dardis **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: ocv/threadsintake gasket

Case History

*** 11/04/2020 09:13:44 ***
Contact = chase dardis, Priority = Standard, Sub Status = Dispatched

*** 11/04/2020 09:13:44 ***
Web - Problem Description created on 11/04/2020 09:13:44 and created by chase dardis
CUSTOMER STATES NO HEAT AND VEHICLE GETTING HOT

*** 11/04/2020 09:13:45 ***
Web - Diagnostics created on 11/04/2020 09:13:45 and created by chase dardis
VERIFIED NO HEAT AND FOUND NO COOLANT IN RESERVOIR, FILLED COOLING SYSTEM AND HEAT RETURNED. SPOKE WITH CUSTOMER AND SAID HE DROVE HER AND ID DID GET TO TOP OF HEAT INDEX. AFTER COOLING SYSTEM FILLED INSTALLED COOLANT PRESSURE TEST AND PRESSURE DROPPING. COOLANT LEAK CAN BE NOTED FROM IN THE V GALLEY AREA UNDER THE INTAKES.

*** 11/04/2020 11:35:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/04/2020 11:36:54 and created by Brian Hernandez ***
1: Thank you for the info on the case so far, Chase. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold. If you don't find

*** 11/13/2020 10:11:41 ***
Web - Note created on 11/13/2020 10:11:41 and created by chase dardis
DURING TEAR DOWN WHEN UPPER INTAKE WAS REMOVED , I NOTICED COOLANT RESIDUE ON TO OF LOWER INTAKE, INSTALLED PRESSURE TEST AGAIN AND PRESSURIZED SYSTEM COOLANT CAN BE SEEN LEAKING FROM BANK 1 SIDE OF LOWER INTAKE SEAL .

*** 11/13/2020 10:49:29 ***

Web - Note created on 11/13/2020 10:49:29 and created by chase dardis
Sent picture of crack in lower intake

*** 11/13/2020 10:49:31 ***
160529332433014805067 18.jpg added by chase dardis on 11/13/2020 10:49:29

*** 11/13/2020 12:25:52 ***
Web - Note created on 11/13/2020 12:25:52 and created by chase dardis
UPON FURTHER INSPECTION LOOKS AS IF THE INTAKE IS NOT CRACKED BUT THE RUBBER GASKET THEIR WAS JUST SPLIT. I AM UNSURE IF THAT GAP IS SUPPOSED TO BE IN THE LOWER INTAKE AT THE SPOT SEEN IN THE PICTURE

*** Web - Advice created on 11/13/2020 14:30:38 and created by Brian Hernandez ***
1: It does look like that intake gasket will need to be replaced I don't think there is supposed to be a hole there. Please continue to tear down the engine to check for stripped threads and the OCV's.

*** 11/13/2020 15:02:16 ***
Web - Note created on 11/13/2020 15:02:16 and created by chase dardis
EVEN THOUGH I FOUND THE CAUSE OF THE ISSUE OF OVERHEATING FROM BEING OUT OF COOLANT BECAUSE THERE IS A LEAK AT THE LOWER INTAKE. YOU STILL WANT ME TO CONTINUE TO TEAR THE ENTIRE MOTOR DOWN JUST TO CHECK BOLTS THAT MAY OR MAY NOT BE TIGHT. I FEEL AS IF THIS IS UNESSESARY DO YOU ME FIND THE ROOT CAUSE OF THE COOLANT LEAK AND ISSUE. I JUST WANT TO CLARIFY THIS BECAUSE IT SEEMS TO BE REDUNDENT TO KEEP TRYING TO SOLVE A PROBLEM ALREADY FOUND . BUT IF KIA WANTS ME TO I WILL . AND ITS NOT THE INTAKE GASKET LEAKS ITS A LITTLE RUBBER PLUG THAT BLOCKS OFF A COOLANT PASSAGE FROM THE HEAD TO THE LOWER INTAKE

*** Web - Advice created on 11/13/2020 16:43:00 and created by Brian Hernandez ***
1: I'm sorry about that. My mistake. Go ahead and replace just that plug if it's possible to just replace the plug or are we not able get the plug by itself?

*** Service Alert Escalated to CA as: 13873892 on 11/14/2020 02:01:50 (PST)

*** 11/19/2020 08:14:04 ***
Web - Note created on 11/19/2020 08:14:04 and created by chase dardis
I REPLACED THE INTAKE MANIFOLD DO TO WHERE THE RUBBER PLUG GOES HAVING A SHARP EDGE FROM CASTING IMPERFECTION WHICH TORE THE PLUG CAUSING LEAK, INSTALLED LOWER INTAKE WITH PLUG AND RE TESTED NO LEAK, REASSEMBLED AND ALLOWED TO RUN AND CLEANED OFF COOLANT RESIDUE. TEST DROVE AND VEHICLE OPERATES AS NORMAL . I RELEASED VEHCIEL BACK TO CUSTOMER THANKS FOR THE ASSISTANCE

*** Web - Advice created on 11/20/2020 13:12:10 and created by Brian Hernandez ***
1: Thank you for the work performed and the updates to the case, Chase. Please close out the case since technical assistance is no longer needed.

*** 11/25/2020 10:01:16 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: ocv/threadsintake gasket leaking coolant

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 9,846

Prod Date: 10/29/2019 **Warranty Start Date:** 12/05/2019

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia Huntington Beach

Phone: 7142746176 **FAX:** 7148474411

Contact: Ricardo Munoz **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: MIL - PCM # P013600 Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/05/2020 15:33:46 ***
Contact = Ricardo Munoz, Priority = Standard, Sub Status = Dispatched

*** 11/05/2020 15:33:46 ***
Web - Problem Description created on 11/05/2020 15:16:44 and created by Ricardo Munoz
customer states check engine light is on and engine is running rough, vehicle towed in

*** 11/05/2020 15:33:46 ***
Web - Diagnostics created on 11/05/2020 15:26:44 and created by Ricardo Munoz
verified customers concern scanned vehicle using kds and found multiple active misfire codes. also found p013600 pending. after further inspection saw large amounts of white smoke coming from exhaust. i also took some samples ofoil from oil pan and found coolant and oil mixed i took pictures and video of all my findings and will attach to case please advice thank you

*** 11/05/2020 15:51:33 ***
8002FE3D-61E6-494D-9D43-4A1A3D14E112.jpeg added by Ricardo Munoz on 11/05/2020 15:51:31

*** 11/05/2020 15:51:36 ***
DFF05D0F-C00D-4351-93D8-46959AB05A75.jpeg added by Ricardo Munoz on 11/05/2020 15:51:34

*** 11/05/2020 15:51:39 ***
BBF5334F-A4CB-4067-9C56-787189978105.jpeg added by Ricardo Munoz on 11/05/2020 15:51:37

*** 11/05/2020 15:51:42 ***
49410177-8180-4832-91EF-7943E4BFAE93.jpeg added by Ricardo Munoz on 11/05/2020 15:51:40

*** 11/05/2020 15:51:43 ***
159F186D-8CC3-4B05-9F83-E1320F6DAA90.jpeg added by Ricardo Munoz on 11/05/2020 15:51:42

*** 11/05/2020 15:51:45 ***
0C978E07-F52B-44DC-AB20-4B2D7511E6D5.jpeg added by Ricardo Munoz on 11/05/2020 15:51:44

*** 11/05/2020 15:51:47 ***
21E6E7DC-5E07-420D-9845-B7AD72AB830C.jpeg added by Ricardo Munoz on 11/05/2020 15:51:45

*** 11/05/2020 15:52:17 ***
IMG_2593.MOV added by Ricardo Munoz on 11/05/2020 15:51:47

*** 11/05/2020 16:10:40 ***
2D584659-0789-45F4-B096-9826E5850583.jpeg added by Ricardo Munoz on 11/05/2020 16:10:39

*** 11/05/2020 16:10:43 ***
6097A22F-FD10-4033-9A74-32B1693F56AB.jpeg added by Ricardo Munoz on 11/05/2020 16:10:41

*** 11/06/2020 07:07:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/06/2020 07:12:00 and created by Frank Lusic ***
1: Hello Ricardo
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 11/10/2020 13:28:44 ***
Web - Note created on 11/10/2020 13:28:43 and created by Ricardo Munoz
following your advice i loosened all the head bolts found the first three head bolts on the exhaust side of the head they were easier to remove then the rest of the bolts. then proceeded to re torque bolts in the proper pattern one of the bolts in the back pulled the threads from block i will upload pictures thanks

*** Web - Advice created on 11/10/2020 13:39:49 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/10/2020 13:40:07 ***
PWA Case created for RA Case 13861782 by Frank Lusic

*** 11/10/2020 13:40:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,765

Prod Date: 06/23/2014 **Warranty Start Date:** 08/28/2014

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706 **FAX:** 5157272121

Contact: Jesse Tomlinson **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Unusual Noise - Engine #

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 11/13/2020 10:53:27 ***
Contact = Jesse Tomlinson, Priority = Standard, Sub Status = Dispatched

*** 11/13/2020 10:53:27 ***
Web - Problem Description created on 11/13/2020 10:52:51 and created by Jesse Tomlinson
c/s loud ticking noise coming from engine area. confirmed engine does have upper end noise, high pressure fuel pump replaced for this noise, did not fix noise. Disabled fuel injectors one by one and noise did not change.

*** 11/13/2020 10:53:27 ***
Web - Diagnostics created on 11/13/2020 10:53:27 and created by Siebel eSupport
c/s loud ticking noise coming from engine area. confirmed engine does have upper end noise, high pressure fuel pump replaced for this noise, did not fix noise. Disabled fuel injectors one by one and noise did not change.

*** 11/13/2020 12:10:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/13/2020 12:13:39 and created by Frank Lusic ***
1: Hello Jesse
1, attach a video of the noise, include the VIN
2, remove the oil filler cap, take a picture of the inside of the valve train , attach it to the case

*** 11/13/2020 14:06:31 ***
20201113_160028[1].jpg added by Jesse Tomlinson on 11/13/2020 14:06:30

*** 11/13/2020 14:07:01 ***
20201113_160232[1].mp4 added by Jesse Tomlinson on 11/13/2020 14:06:31

*** Web - Advice created on 11/13/2020 14:36:00 and created by Frank Lusic ***
1: Thank you
It is hard to tell but I hear what sounds like a possible loose timing chain and valve train noises

1, check the timing chains to see if they are loose , by using the crank bolt and rotating the crank backwards while checking for chain slack between the cam gears
2, remove the valve cover, check the valve clearance , If any are loose remove the cam and cam follower , check the contact area on the bottom side of the cam follower for wear marks,

call me if you need a better explanation on Monday

*** 11/17/2020 07:39:18 ***
Web - Note created on 11/17/2020 07:39:18 and created by Jesse Tomlinson
Removed front valve cover, checked timing chain tension, tension seem good and tight, no excess slack. Started to perform valve clearance test, and found cylinder 6, one of the exhaust valves furthest right, the spring seems to have collapsed, or the valve is stuck in the downward most position with the cam not touching it at all. used borescope in spark plug hole on #6, possible damage to piston was seen.

*** Web - Advice created on 11/17/2020 07:53:48 and created by Frank Lusic ***
1: Based on this information the cylinder head will need to be removed for inspection of the piston top
but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 11/17/2020 15:05:58 ***
Web - Note created on 11/17/2020 15:05:58 and created by Jesse Tomlinson
torn down and removed cams and checked head bolts, 3 out of 8 were a little looser then the rest, on torqueing them back down they were very hard to bring to the last 90 degrees on the second angle pass, but no threads pulled. I did find the bucket on the affected vale looks to be damaged where it contacts the valve itself. I do not see any damage to the piston.

*** Web - Advice created on 11/18/2020 05:54:15 and created by Frank Lusic ***
1: Thanks for checking, please have the cylinder head repaired and reinstall on the motor

*** Case has been auto closed by the system on 12/04/2020 01:13:33 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 24,014

Prod Date: 08/19/2019 **Warranty Start Date:** 09/19/2019

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Felipe Moreno **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 11/09/2020 17:53:37 ***
Contact = Felipe Moreno, Priority = Standard, Sub Status = Dispatched

*** 11/09/2020 17:53:38 ***
Web - Problem Description created on 11/09/2020 17:53:38 and created by Felipe Moreno
customer states vehicle vehicle is overheating

*** 11/09/2020 17:53:38 ***
Web - Diagnostics created on 11/09/2020 17:53:38 and created by Felipe Moreno
upobn further inspection vehicle is overheating when driving vehicle thermostat opens when letting vehicle run and fan operates as designed, vehicle failed block test and bubbles appear when vehicle is at idle provided video

*** 11/09/2020 18:06:49 ***
IMG_1675.MOV added by Felipe Moreno on 11/09/2020 18:06:40

*** 11/10/2020 07:43:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 11/10/2020 07:48:58 and created by Juan Vazquez ***
1: Thank you for that video. Please attach a short video showing technician performing chemical block test and chemical fluid changing colors.

Also from the bottom of the vehicle check the head gasket perimeter and if there is any indication of coolant leaks, attach clear photos for review, thank you

*** 11/10/2020 13:18:01 ***
Web - Note created on 11/10/2020 13:18:00 and created by Felipe Moreno
Could not get it to change colors when vehicle was at operating temperature, provided video and also provided video when vehicle started overheating smoke came from radiator smelled like exhaust gases also coolant was a brownish color provided photo

*** 11/10/2020 13:18:09 ***
IMG_1676.MOV added by Felipe Moreno on 11/10/2020 13:18:01

*** 11/10/2020 13:18:11 ***
D7967227-8C18-44FC-A0D5-093159536D78.jpeg added by Felipe Moreno on 11/10/2020 13:18:09

*** 11/10/2020 13:18:29 ***
IMG_1680.MOV added by Felipe Moreno on 11/10/2020 13:18:11

*** Phone - Advice created on 11/10/2020 15:20:30 and created by Juan Vazquez ***
1: Thank you Felipe for that call. Based on our conversation, you did not see any external coolant leaks around the head gasket area. You will be pressurizing cooling system and if no leaks are detected you will leave it pressurized longer, overnight if necessary and you will be checking the top of the pistons for any coolant and you will be updating case with results, thank you.

*** 11/12/2020 11:09:48 ***
Web - Note created on 11/12/2020 11:09:47 and created by Felipe Moreno
Provided update for vehicle coolant leak is present on cylinder 2 when using borescope cylinder is saturated provided video showing results with vin other cylinders appear to be dry on 4 and 6

*** 11/12/2020 11:09:57 ***
IMG_1684.MOV added by Felipe Moreno on 11/12/2020 11:09:48

*** Web - Advice created on 11/12/2020 13:38:13 and created by Juan Vazquez ***
1: Thank you for the information and video attachment. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head.

If unable to torque the head bolts because they are striped, then attach photos of the stripped bolts with block aluminum treads, then I will approve a PWA case for the short block replacement, thank you.

*** 11/13/2020 08:09:07 ***
Web - Note created on 11/13/2020 08:09:07 and created by Felipe Moreno
Bolts were 5 loose bolts were present I was able to righted 2 of the loose bolts but when attempting to tighten the other 3 they spun freely when removing the bolts threads were present provided video

*** 11/13/2020 08:09:16 ***
IMG_1687.MOV added by Felipe Moreno on 11/13/2020 08:09:08

*** Phone - Advice created on 11/13/2020 11:00:53 and created by Juan Vazquez ***
1: Thank you Felipe for the phone call and for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

When repairs are completed, fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,

Mobil Super Synthetic 5W30 or above.

If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083 Thank you.

*** 11/13/2020 11:01:11 ***
PWA Case created for RA Case 13866141 by Juan Vazquez

*** 11/13/2020 11:01:11 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 54,878

Prod Date: 11/06/2013 **Warranty Start Date:** 11/27/2013

Dealer/Contact Data:

Dealer: IN018 Ray Skillman Shadeland Kia

Phone: 3173529500 **FAX:** 3173542259

Contact: Michael Click **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: blown head gasket

Case History

*** 11/17/2020 08:47:02 ***
Contact = Michael Click, Priority = Standard, Sub Status = Dispatched

*** 11/17/2020 08:47:02 ***
Web - Problem Description created on 11/17/2020 08:47:02 and created by Michael Click
customer states vehicle has antifreeze smell

*** 11/17/2020 08:47:02 ***
Web - Diagnostics created on 11/17/2020 08:47:02 and created by Michael Click
pulled vehicle in noticed coolant leak. pressurized system. found that antifreeze was coming from intake valley. pulled upper and lower intake off disconnected center water pipe. found antifreeze in the oil or vice versa. boils down to is faulty head gasket. we did a short block on this engine 2 weeks ago along with complete gasket kit. need approval to parts warranty both head gaskets.

*** 11/17/2020 08:48:17 ***
20201117_114153.jpg added by Michael Click on 11/17/2020 08:48:14

*** 11/17/2020 08:48:21 ***
20201117_114146.jpg added by Michael Click on 11/17/2020 08:48:17

*** 11/17/2020 11:50:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 11/17/2020 11:53:21 and created by Chris Schang ***
1: Michael,
In addition to the head gaskets, I would replace the O-ring on the coolant pipe from the water pump. It appears to be flattened. If the repair exceeds $1500, the DPSM will need to be approved.

*** 11/18/2020 08:17:08 ***
Case Closed with Resolution Code: Manufacturing Defect

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,362

Prod Date: 04/12/2013 **Warranty Start Date:** 01/30/2014

Dealer/Contact Data:

Dealer: NV009 Findlay Kia

Phone: 7022528900 **FAX:** 7022520001

Contact: Nixon Delemos **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 11/18/2020 08:05:47 ***
Contact = Nixon Delemos, Priority = Standard, Sub Status = Dispatched

*** 11/18/2020 08:05:47 ***
Web - Problem Description created on 11/17/2020 14:26:34 and created by Nixon Delemos
Vehicle came in for overheating concern. Performed cooling system pressure test. Found the coolant leak coming from the block. Inspected the head bolts. 3 head bolt came loosed and two of them pulled the threads out of the engine block. Requesting engine replacement.

*** 11/18/2020 08:05:47 ***
Web - Diagnostics created on 11/17/2020 14:26:34 and created by Nixon Delemos
Replaced water pump assembly due to leaking coolant.

*** 11/18/2020 08:14:10 ***
Web - Note created on 11/18/2020 08:14:10 and created by Nixon Delemos
Attached video and a picture.

*** 11/18/2020 08:14:51 ***
20201117_163901.mp4 added by Nixon Delemos on 11/18/2020 08:14:11

*** 11/18/2020 08:14:53 ***
20201117_164106.jpg added by Nixon Delemos on 11/18/2020 08:14:51

*** 11/18/2020 08:15:20 ***
20201117_153536.mp4 added by Nixon Delemos on 11/18/2020 08:14:53

*** 11/18/2020 10:55:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 11/18/2020 10:58:41 and created by Jay Jurado ***

1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/18/2020 10:58:45 ***
PWA has been authorized by Jay Jurado

*** 11/18/2020 10:58:45 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,168

Prod Date: 01/25/2014 **Warranty Start Date:** 07/19/2014

Dealer/Contact Data:

Dealer: TX143 University Kia

Phone: 2546623610 **FAX:** 2546623130

Contact: CURTIS WHITT **Contact Title:** Service Consultant **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/18/2020 13:24:30 ***
Contact = CURTIS WHITT, Priority = Standard, Sub Status = Dispatched

*** 11/18/2020 13:24:30 ***
Web - Problem Description created on 11/18/2020 13:11:27 and created by CURTIS WHITT
customer states that engine overheated and was told blown head gasket

*** 11/18/2020 13:24:30 ***
Web - Diagnostics created on 11/18/2020 13:11:27 and created by CURTIS WHITT
when the vehicle first came in on the wrecker i started with a visual inspection to see if there were any coolant leaks that were not related to the headgasket. found no leaks at time in the shop. then filled the radiator up and attempted to turn over with the radiator cap off. once the vehicle attempted to turn over the radiator fill hole shot water out with the compression strokes. indicated that the vehicle was leaking compression into the cooling system.

*** 11/19/2020 06:02:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/19/2020 06:04:45 and created by Frank Lusic ***
1: Hello Curtis
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 11/23/2020 09:09:03 ***
Web - Note created on 11/23/2020 09:09:02 and created by CURTIS WHITT
checked the threads in the block and found that the vehicles front head (which consist of cylinders 2,4,6) has a stripped head bolt/ stripped block. it is the bottom row (closest to the front) bolt #2. the bolt just spins and does not tighten down

*** Web - Advice created on 11/23/2020 11:17:05 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539 and PS213 Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,
Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 11/23/2020 11:17:10 ***
PWA has been authorized by Frank Lusic

*** 11/23/2020 11:17:10 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,136

Prod Date: 04/22/2013 **Warranty Start Date:** 05/27/2013

Dealer/Contact Data:

Dealer: AZ019 Tempe Kia

Phone: 4805982300 **FAX:** 4805982388

Contact: Danny Cota **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Smokes # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/18/2020 15:42:39 ***
Contact = Danny Cota, Priority = Standard, Sub Status = Dispatched

*** 11/18/2020 15:42:39 ***
Web - Problem Description created on 11/18/2020 15:09:52 and created by Danny Cota
Customer states check engine light is on, vehicle was hard to start

*** 11/18/2020 15:42:39 ***
Web - Diagnostics created on 11/18/2020 15:09:52 and created by Danny Cota
Vdn 2011170231
P0301 cylinder i miss fire detected upon inspection found rear head leaking coolant. Removed rear head camshaft and found two head bolts have lifted when checking torque. Also found opposite head has one head bolt lifted. Vehicle smokes out the tail pipe when in running mode.

*** 11/18/2020 15:42:40 ***
Screenshot_20201118-163250.png added by Danny Cota on 11/18/2020 15:42:39

*** 11/19/2020 06:45:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/19/2020 06:47:48 and created by Frank Lusic ***
1: Hello Danny
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,
Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 11/19/2020 06:47:56 ***
PWA has been authorized by Frank Lusic

*** 11/19/2020 06:47:57 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,748

Prod Date: 03/11/2013 **Warranty Start Date:** 06/30/2013

Dealer/Contact Data:

Dealer: SC025 Kia of Anderson

Phone: 8643280542 **FAX:** 8643282099

Contact: chad norris **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/19/2020 09:42:13 ***
Contact = chad norris, Priority = Standard, Sub Status = Dispatched

*** 11/19/2020 09:42:13 ***
Web - Problem Description created on 11/19/2020 09:41:13 and created by chad norris
Customer states vehicle is losing coolant

*** 11/19/2020 09:42:14 ***
Web - Diagnostics created on 11/19/2020 09:41:13 and created by chad norris
Performed pressure test found leak between head and block

*** 11/19/2020 09:44:06 ***
20201119_123213.mp4 added by chad norris on 11/19/2020 09:42:14

*** 11/19/2020 13:37:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 11/19/2020 13:42:56 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 11/25/2020 12:19:33 ***
Web - Note created on 11/25/2020 12:19:33 and created by chad norris
Got engine tore down to get the head bolts it stripped

*** 11/25/2020 12:20:27 ***
20201125_150345.mp4 added by chad norris on 11/25/2020 12:19:34

*** Web - Advice created on 11/30/2020 04:59:13 and created by Sam Camarillo ***

1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,
Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 11/30/2020 04:59:30 ***
PWA has been authorized by Sam Camarillo

*** 11/30/2020 04:59:30 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 143,291

Prod Date: 03/28/2014 **Warranty Start Date:** 03/07/2015

Dealer/Contact Data:

Dealer: IA014 McGrath Kia

Phone: 3192496019 **FAX:** 3193936793

Contact: John Fox **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/23/2020 10:10:02 ***
Contact = John Fox, Priority = Standard, Sub Status = Dispatched

*** 11/23/2020 10:10:02 ***
Web - Problem Description created on 11/23/2020 10:10:02 and created by John Fox
customer states engine is running rough and over heating

*** 11/23/2020 10:10:02 ***
Web - Diagnostics created on 11/23/2020 10:10:02 and created by John Fox
inspected and found coolant was low. topped off coolant and pressure tested system. found coolant to be leaking into the cylinders. rep approved good will on the engine but needs tech lines approval that it needs engine.

*** 11/23/2020 12:25:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/23/2020 12:27:30 and created by Jerry Gossling ***
1: John,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Please list the results when done. Thank you.

*** 11/24/2020 06:59:52 ***
Web - Note created on 11/24/2020 06:59:52 and created by John Fox
checked torque on head bolts. 3 bolts from the front bank did not hold the 60 ft lbs.

*** Web - Advice created on 11/24/2020 08:00:04 and created by Jerry Gossling ***
1: John,
Based off of your information, the short block will need to be replaced and the cylinder heads check for warpage by using a machinist straight edge.
NOTE, if one of the cylinder heads is found to be warped beyond spec's you will need to replace the cylinder head as its

against Kia's policy to resurface the cylinder heads.
Thank you

*** 11/24/2020 15:31:29 ***
Web - Note created on 11/24/2020 15:31:28 and created by Preston Valdez
at this time short block is on order. awaiting parts arrival prior to further teardown to check cylinder head and deck warpage.

*** Web - Advice created on 11/24/2020 15:38:29 and created by Jerry Gossling ***
1: Thanks for the update.

*** Service Alert Escalated to CA as: 13894184 on 12/08/2020 01:04:27 (PST)

*** Case has been auto closed by the system on 12/10/2020 01:11:37 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,190

Prod Date: 03/21/2013 **Warranty Start Date:** 05/20/2013

Dealer/Contact Data:

Dealer: VA044 Motor Mile Kia

Phone: 5403822981 **FAX:** 5403818653

Contact: Scott Westpfahl **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: blockTest(failed) + ocv/thread

Case History

*** 11/27/2020 12:18:21 ***
Contact = Scott Westpfahl, Priority = Standard, Sub Status = Dispatched

*** 11/27/2020 12:18:21 ***
Web - Problem Description created on 11/27/2020 12:15:24 and created by Scott Westpfahl
customer states vehicle is leaking oil. can smell coolant

*** 11/27/2020 12:18:21 ***
Web - Diagnostics created on 11/27/2020 12:15:24 and created by Scott Westpfahl
CHECKED AND FOUND COOLANT RESIVOIR TO BE OVER FILLED, CHECKED FLUID IN RESIVOIR AND FOUND WHAT LOOKS TO BE OIL MIXED IN WITH THE COOLANT. COOLANT HAS A ODER OF EXHAUST CO2. REMOVED SPARK PLUGS ON THE BANK NEAR RADIATOR AND FOUND 2 OF THE SPARL PLUGS TO HAVE A CLEAN SHINNY LOOK TO PARTS OF THEM. WILL ATTACH PHOTOS. COMPRESSION ON THE CYLINDERS ARE AS FOLLOWED. #1 178.5 PSI, #2 175 PSI, #3 192 PSI, #4 183 PSI, #5 196 PSI, AND 6 182.

*** 11/27/2020 12:18:22 ***
COOLANT IN RAD.jpg added by Scott Westpfahl on 11/27/2020 12:18:22

*** 11/27/2020 12:18:22 ***
COOLANT SAMPLE.jpg added by Scott Westpfahl on 11/27/2020 12:18:22

*** 11/27/2020 12:18:23 ***
PLUG PHOTO 1.jpg added by Scott Westpfahl on 11/27/2020 12:18:22

*** 11/27/2020 12:18:23 ***
PLUG PHOTO 2.jpg added by Scott Westpfahl on 11/27/2020 12:18:23

*** 11/27/2020 15:01:37 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/27/2020 15:03:51 and created by Brian Hernandez ***
1: I would recommend performing a leak down on the bank that had the shiny spark plugs to see if any bubbles come out of the radiator neck or you can perform a block test and send a video showing the VIN plate and then the color of the block tester changing from normal.

*** 11/30/2020 07:41:43 ***
Web - Note created on 11/30/2020 07:41:43 and created by Scott Westpfahl
added videos and photos

*** 11/30/2020 07:41:45 ***
result photo.jpg added by Scott Westpfahl on 11/30/2020 07:41:43

*** 11/30/2020 07:42:22 ***
leakage.mp4 added by Scott Westpfahl on 11/30/2020 07:41:45

*** 11/30/2020 07:43:42 ***
block test.mp4 added by Scott Westpfahl on 11/30/2020 07:42:23

*** Web - Advice created on 11/30/2020 10:26:45 and created by Brian Hernandez ***
1: Thank you for the videos and picture of the block test. I can see the color of the fluid changed there. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 12/01/2020 09:59:06 ***
Web - Note created on 12/01/2020 09:59:06 and created by Scott Westpfahl
added video of loose head bolt

*** 12/01/2020 09:59:32 ***
20201201_115355.mp4 added by Scott Westpfahl on 12/01/2020 09:59:07

*** Web - Advice created on 12/02/2020 09:48:48 and created by Brian Hernandez ***
1: Can you remove the loose head bolt and send a picture of the damaged threads, please?
Thank you.

*** 12/02/2020 10:26:02 ***
Web - Note created on 12/02/2020 10:26:02 and created by Scott Westpfahl
added

*** 12/02/2020 10:26:03 ***
IMG_0282.jpg added by Scott Westpfahl on 12/02/2020 10:26:03

*** Web - Advice created on 12/02/2020 10:33:18 and created by Brian Hernandez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** Web - Advice created on 12/02/2020 10:34:00 and created by Brian Hernandez ***
1: I have validated your concern. Please use the Create PWA Case tab that I have enabled and provide all the required information for final review.

The engine diagnosis portion still needs to be completed to complete authorization(only available in a PWA case). I would recommend to open PWA cases when you are requesting engine replacement. This will prevent any further delays in approvals.
Thank you.

*** 12/02/2020 10:34:10 ***
Allow Auto PWA Case checked on 12/2/2020 10:34:10 and checked by Brian Hernandez

*** Case has been auto closed by the system on 12/18/2020 01:14:18 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,083

Prod Date: 10/29/2013 **Warranty Start Date:** 01/01/2014

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Kenny Do **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/30/2020 12:10:11 ***
Contact = Kenny Do, Priority = Standard, Sub Status = Dispatched

*** 11/30/2020 12:10:12 ***
Web - Problem Description created on 11/30/2020 11:49:39 and created by Kenny Do
guest states when idling the car will overheat and temperature gauge will start to go up and car will begin to smoke, check and advise

*** 11/30/2020 12:10:12 ***
Web - Diagnostics created on 11/30/2020 11:49:39 and created by Kenny Do
verified concern, coolant level low, lifted vehicle up and see coolant leaking from right hand cylinder head,no coolant mixed with engine oil. See attachment and advise Thanks

*** 12/01/2020 05:38:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/01/2020 05:45:45 and created by Brian Lall ***
1: Thanks for letting me know what you found and for the videos. It is not certain if the engine needs to be replaced on this vehicle yet. Please remove the intake and the bank 1 valve cover. Then check if there are any loose head bolts or if they are damaged at all Let me know what you find. Thanks.

*** 12/03/2020 14:47:29 ***
Web - Note created on 12/03/2020 14:47:29 and created by Kenny Do
Removed intake manifold and valve cover on banks, Removed timing chain cover ,timing chain and exhaust cam shaft bank 1 and check cylinder head bolts 3 outer bolts are spinning, threads damaged on cylinder block see video attached Thanks

*** 12/03/2020 14:48:06 ***
20201203_144402.mp4 added by Kenny Do on 12/03/2020 14:47:29

*** 12/03/2020 14:48:08 ***

160703558291426303496913896998 2.jpg added by Kenny Do on 12/03/2020 14:48:07

*** 12/03/2020 14:55:39 ***
Web - Note created on 12/03/2020 14:55:39 and created by Kenny Do
removed intake manifold, valve cover, timing chain,camshaft and tight cylinder head bolts,3 cyl head bolts keep spinning, and remove 1 out threads came out with it. See attachments Thanks

*** 12/03/2020 14:55:42 ***
160703579402591658371710805960 15.jpg added by Kenny Do on 12/03/2020 14:55:40

*** 12/03/2020 14:56:25 ***
20201203_145104.mp4 added by Kenny Do on 12/03/2020 14:55:43

*** Web - Advice created on 12/07/2020 05:30:08 and created by Brian Lall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Fill crankcase with the proper amount of oil.
Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,
Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

*** 12/08/2020 08:37:55 ***
PWA has been authorized by Brian Lall

*** 12/08/2020 08:37:56 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,302

Prod Date: 07/09/2013 **Warranty Start Date:** 04/24/2014

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:** 3037618943

Contact: Justin Padilla **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/07/2020 06:33:20 ***
Contact = Justin Padilla, Priority = Standard, Sub Status = Dispatched

*** 12/07/2020 06:33:21 ***
Web - Problem Description created on 12/07/2020 06:23:10 and created by Justin Padilla
Customer states the vehicle is leaking coolant and the engine is overheating. found vehicle is low on coolant and is leaking heavily from the rear head gasket.

*** 12/07/2020 06:33:21 ***
Web - Diagnostics created on 12/07/2020 06:23:10 and created by Justin Padilla
removed valve cover and pulled camshafts out. attempted to torque head bolts but one of them just kept spinning. used a straight edge on the head and it is within spec. removed the head bolt and took a picture of the stripped block. picture has been attached

*** 12/07/2020 09:45:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/07/2020 09:50:26 and created by Frank Lusic ***
1: Hello Justin
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539 and PS213 Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,
Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 12/07/2020 09:50:34 ***
PWA has been authorized by Frank Lusic

*** 12/07/2020 09:50:34 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,863

Prod Date: 09/17/2014 **Warranty Start Date:** 11/01/2014

Dealer/Contact Data:

Dealer: TN027 Gossett Kia

Phone: 9013888989 **FAX:** 9013732047

Contact: DEVIN MITCHELL **Contact Title:** Maintenance Technician **Service District:** SO09

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 12/10/2020 13:30:37 ***
Contact = DEVIN MITCHELL, Priority = Standard, Sub Status = Dispatched

*** 12/10/2020 13:30:37 ***
Web - Problem Description created on 12/10/2020 13:30:37 and created by DEVIN MITCHELL
Vehicle is overheating

*** 12/10/2020 13:30:37 ***
Web - Diagnostics created on 12/10/2020 13:30:37 and created by DEVIN MITCHELL
Verified concern. Lifted car up and can see left head is leaking.

*** 12/11/2020 05:18:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/11/2020 05:19:47 and created by Jerry Gossling ***
1: Devin,
Please use the KDS to actuate the cooling fan to ensure it functions correctly.
Next,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Please list the results when done. Thank you.

*** 12/15/2020 11:43:52 ***
Web - Note created on 12/15/2020 11:43:52 and created by DEVIN MITCHELL
I've pulled everything apart and found that 5 of the bolts on the left head are excessively stripped and 3 on the right head. The cooling fan does actuate. It looks as if It had a water pump leak at one point.

*** Service Alert Escalated to CA as: 13918034 on 12/16/2020 01:04:47 (PST)

*** Web - Advice created on 12/16/2020 05:01:48 and created by Jerry Gossling ***
1: Devin,
Based off of your provided information, I am going to generate a PWA case for engine replacement per Pitstop 539.
Thank you

*** 12/16/2020 05:02:14 ***
PWA Case 13918114 created by Jerry Gossling

*** 12/16/2020 05:02:16 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,581

Prod Date: 03/27/2014 **Warranty Start Date:** 04/26/2014

Dealer/Contact Data:

Dealer: WI006 Frank Boucher Kia

Phone: 2628862886 **FAX:** 2628864181

Contact: ADAM KESZLER **Contact Title:** Dual Technician **Service District:** CE07

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head gasket Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 12/16/2020 12:49:09 ***
Contact = ADAM KESZLER, Priority = Standard, Sub Status = Dispatched

*** 12/16/2020 12:49:09 ***
Web - Problem Description created on 12/16/2020 12:49:09 and created by ADAM KESZLER
customer states there is a coolant leak.

*** 12/16/2020 12:49:10 ***
Web - Diagnostics created on 12/16/2020 12:49:09 and created by ADAM KESZLER
found the left side cylinder head gasket leaking. got approval for head gasket replacement. upon removal of cylinder head i found a head bolt hole stripped, causing the head gasket to leak coolant. i have attached a few pictures

*** 12/16/2020 12:49:10 ***
5FDA135E.jpg added by ADAM KESZLER on 12/16/2020 12:49:10

*** 12/16/2020 12:49:11 ***
5FDA1375.jpg added by ADAM KESZLER on 12/16/2020 12:49:10

*** 12/16/2020 12:50:54 ***
160815182368421326947 8.jpg added by ADAM KESZLER on 12/16/2020 12:50:54

*** 12/16/2020 16:05:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 12/16/2020 16:13:27 and created by Eric Patterson ***
1: Thank you for the pictures attached.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with

all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above. If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 12/16/2020 16:13:47 ***
PWA Case created for RA Case 13919233 by Eric Patterson

*** 12/16/2020 16:13:47 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,471

Prod Date: 02/15/2013 **Warranty Start Date:** 06/01/2013

Dealer/Contact Data:

Dealer: WA032 West Hills Kia

Phone: 3603771300 **FAX:** 3604731611

Contact: Wayne Rockstrom **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/18/2020 15:02:21 ***
Contact = Wayne Rockstrom, Priority = Standard, Sub Status = Dispatched

*** 12/18/2020 15:02:21 ***
Web - Problem Description created on 12/18/2020 15:02:21 and created by Wayne Rockstrom
engine has severe coolant leak.and has several missfires. runs very rough

*** 12/18/2020 15:02:22 ***
Web - Diagnostics created on 12/18/2020 15:02:22 and created by Wayne Rockstrom
topped off coolant and found it is leaking from bypass housing. filled coolant and started engine. coolant and oil blows out the top of radiator. cylinder 3 filled with coolant. removed cylinder heads and found head bolt threads in block have come out with head bolts and bolts were loose.

*** 12/18/2020 15:04:45 ***
16083326414155330529014841576268.jpg added by Wayne Rockstrom on 12/18/2020 15:04:42

*** Service Alert Escalated to CA as: 13922974 on 12/19/2020 01:06:05 (PST)

*** 12/19/2020 07:35:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/19/2020 07:37:27 and created by Frank Lusic ***
1: Hello Wayne
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539 and PS213 Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS,

Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade

*** 12/19/2020 07:38:06 ***
PWA Case created for RA Case 13922738 by Frank Lusic

*** 12/19/2020 07:38:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,812

Prod Date: 09/05/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: GA099 Jim Ellis Kia of Kennesaw

Phone: 6787125191 **FAX:** 7703704894

Contact: Shawn Mohammed **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/21/2020 07:00:23 ***
Contact = Shawn Mohammed, Priority = Standard, Sub Status = Dispatched

*** 12/21/2020 07:00:23 ***
Web - Problem Description created on 12/21/2020 06:49:28 and created by Shawn Mohammed
C/S cooling fans continue to run after vehicle is shut off. Heat is not working.

*** 12/21/2020 07:00:23 ***
Web - Diagnostics created on 12/21/2020 06:49:28 and created by Shawn Mohammed
Removed radiator cap and found no coolant in the radiator. Raised vehicle for leak inspection and found coolant leaking from Bank 1 head gasket. I have added a photo for verification.

*** 12/21/2020 07:05:34 ***
16085628673774083553 61.jpg added by Shawn Mohammed on 12/21/2020 07:05:33

*** 12/21/2020 08:02:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/21/2020 08:06:00 and created by Tony Thomas ***
1: Get approval to pull the heads for further inspection and open a repair assistance case for this concern if needed. PWA cases are for approval only after confirming proper maintenance and warranty.
2: You are a DSA A status dealer and no Techline PWA is required.

*** 12/21/2020 08:06:45 ***
PWA has been denied by Tony Thomas

*** 12/21/2020 08:06:45 ***
Case closed by Tony Thomas with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,872

Prod Date: 08/06/2013 **Warranty Start Date:** 09/03/2013

Dealer/Contact Data:

Dealer: MN010 Jeff Belzer's Kia

Phone: 9524694444 **FAX:** 9524695431

Contact: Tony Lencowski **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Eng-Reman Engine Concern # Head Gasket Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/18/2020 14:12:36 ***
Contact = Tony Lencowski, Priority = Standard, Sub Status = Dispatched

*** 12/18/2020 14:12:36 ***
Web - Problem Description created on 12/18/2020 14:02:35 and created by Tony Lencowski
Customer states that while driving, vehicle started making a chirping noise followed by a cloud of white smoke from rear. vehicle stalled, possibly overheated, customer noticed coolant leaking under vehicle.

Vehicle had engine replaced previously, short block and head assemblies.

*** 12/18/2020 14:12:36 ***
Web - Diagnostics created on 12/18/2020 14:02:36 and created by Tony Lencowski
Started vehicle, slight knocking noise heard at around 1200 rpm from rear of engine. Massive amount of white smoke coming from exhaust. once in the shop, using coolant pressure tester, set to 16 psi, found rear head gasket to be leaking externally. (see attached video.) Coolant is also mixing with oil, oil is very milky consistancy. (see attached photo.) engine does have a slight knock from rear of engine. (see attached video.) as coolant is coming out of rear cylinder head gasket area, suspect cylinder 3 or 5 to be knocking. I am going to remove the intake and spark plugs to check rear cylinders.

*** Service Alert Escalated to CA as: 13923026 on 12/19/2020 01:06:05 (PST)

*** 12/19/2020 06:54:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 PI Campaigns/TSBs

*** Web - Advice created on 12/19/2020 06:59:29 and created by Aldo Parada ***
1: Hi Tony,
2: Was engine installed seed engine or reman engine? Please send a picture of the BLUE tag on block if reman engine.

*** 12/21/2020 07:09:49 ***

Web - Note created on 12/21/2020 07:09:49 and created by Tony Lencowski
I see no blue tag over the engine serial number, which is where the service information says the tag would be. Unless I am mistaken, but it does not seem to be a remanufactured engine.

*** Web - Advice created on 12/21/2020 09:38:38 and created by Aldo Parada ***
1: So was this engine a seed engine, long or short block? Please check with parts if this was SEED OR REMAN>

*** Phone - Advice created on 12/21/2020 11:55:45 and created by Brian Hernandez ***
1: Tony called in for an update. He advised that parts checked in on the engine's part number and mentioned that just because it has an R at the end of the part number might not mean that it is a Reman engine. They called the parts hotline and the hotline said they would check in with the engine reman department and get back to them. I advised Tony that if there isn't a blue tag then to add a picture of the serial number of the block near the starter to the case for review. I can reach out to Aldo and see if that would be helpful in moving forward with the case.

*** 12/21/2020 11:59:33 ***
Web - Note created on 12/21/2020 11:59:33 and created by Tony Lencowski
I installed a short block engine last time it was in. I have attached a photo of current serial number on engine. I also took information from previous RO. It is listed as a REMAN engine by part number. I had my parts department call Kia to verify it was not a SEED engine, I am waiting on them to call back after they talk to reman department.
Original repair, I had to build an engine, using a short block assembly, new heads, new front cover, new cam shafts, timing components, oil pans. Everything about this engine is new, I had to build it.

By part number, it pulls up a Reman short block.

*** 12/21/2020 11:59:35 ***
20201221_135340.jpg added by Tony Lencowski on 12/21/2020 11:59:34

*** Web - Advice created on 12/21/2020 15:23:29 and created by Aldo Parada ***
1: Thank you, based on your diagnosis i can approve under parts warranty.
2: Please send picture of current RO and RO of engine replacement .

*** 12/22/2020 10:28:22 ***
Web - Note created on 12/22/2020 10:28:22 and created by Tony Lencowski
I have attached copies of current and previous ro.

*** 12/22/2020 10:28:23 ***
scan0875.pdf added by Tony Lencowski on 12/22/2020 10:28:23

*** 12/22/2020 10:28:23 ***
scan0876.pdf added by Tony Lencowski on 12/22/2020 10:28:23

*** 12/22/2020 10:28:24 ***
scan0877.pdf added by Tony Lencowski on 12/22/2020 10:28:24

*** 12/22/2020 10:28:25 ***
scan0878.pdf added by Tony Lencowski on 12/22/2020 10:28:24

*** 12/22/2020 10:28:25 ***
scan0879.pdf added by Tony Lencowski on 12/22/2020 10:28:25

*** 12/22/2020 10:28:26 ***
scan0880.pdf added by Tony Lencowski on 12/22/2020 10:28:25

*** Web - Advice created on 12/22/2020 13:25:05 and created by Aldo Parada ***
1: Thank you

2: Regular Powertrain, based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pit stop PS539 for Engine Component Re-use Guidelines .For GDI engines, some high pressure fuel system components require replacement if removed, including: high

pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

*** 12/22/2020 13:26:02 ***
PWA Case created for RA Case 13922640 by Aldo Parada

*** 12/22/2020 13:26:02 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,558

Prod Date: 04/03/2014 **Warranty Start Date:** 08/06/2014

Dealer/Contact Data:

Dealer: CT027 Danbury Kia

Phone: 2037305737 **FAX:** 2037305727

Contact: Jason Murillo **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: HVAC-Heater stops blowing warm

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 01/05/2021 06:21:11 ***
Contact = Jason Murillo, Priority = Standard, Sub Status = Dispatched

*** 01/05/2021 06:21:12 ***
Web - Problem Description created on 01/05/2021 06:21:12 and created by Jason Murillo
customer states vehicle low on coolant and heat only working under load.

*** 01/05/2021 06:21:12 ***
Web - Diagnostics created on 01/05/2021 06:21:12 and created by Jason Murillo
tech verified concern, tech performed coolant pressure test using pressure tester. tech found bank 1 head gasket to be leaking coolant. tech found air pockets in cooling system, tech proceeded to add dye in coolant tank reservoir and found exhaust gases to be present.

*** 01/05/2021 06:28:42 ***
E4EF59BE-8227-421E-BAD4-DE0F7FEC8C1C.jpeg added by Jason Murillo on 01/05/2021 06:28:41

*** 01/05/2021 06:28:44 ***
IMG_4096.MOV added by Jason Murillo on 01/05/2021 06:28:42

*** 01/05/2021 06:29:03 ***
IMG_4095.MOV added by Jason Murillo on 01/05/2021 06:28:44

*** 01/05/2021 06:29:06 ***
7824F3D4-9EF8-4A05-BBE4-17D07DB83C11.jpeg added by Jason Murillo on 01/05/2021 06:29:04

*** 01/05/2021 06:29:08 ***
69F40C3A-5778-46DE-8404-652DB2907A94.jpeg added by Jason Murillo on 01/05/2021 06:29:07

*** 01/05/2021 09:29:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/05/2021 09:33:42 and created by Jerry Gossling ***
1: Jason,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
Please list the results when done. Thank you.

*** 01/09/2021 08:58:16 ***
Web - Note created on 01/09/2021 08:58:16 and created by Jason Murillo
hey good afternoon jerry I was able to finally torque down the head bolts and verified head bolts not holding tension I removed some of the head bolts and found some engine threads on the head bolt threads.

*** 01/09/2021 08:59:48 ***
B6157F5E-356D-47E4-A7D2-3B0B2265C00C.jpeg added by Jason Murillo on 01/09/2021 08:59:47

*** Web - Advice created on 01/11/2021 07:17:37 and created by Jerry Gossling ***
1: Jason,
Based off of your provided information, I am going to generate a PWA case for engine replacement per Pitstop 539.
Thank you

Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Special Service Information & Engine Specifications for GDI High Pressure Fuel System (ENG083)

*** 01/11/2021 07:17:52 ***
PWA Case 13950049 created by Jerry Gossling

*** 01/11/2021 07:17:55 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,689

Prod Date: 05/07/2018 **Warranty Start Date:** 10/30/2018

Dealer/Contact Data:

Dealer: GA086 Evans Kia

Phone: 7063054000 **FAX:** 7063054001

Contact: JOSH MYERS **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/05/2021 07:55:44 ***
Contact = JOSH MYERS, Priority = Standard, Sub Status = Dispatched

*** 01/05/2021 07:55:44 ***
Web - Problem Description created on 01/05/2021 07:48:46 and created by JOSH MYERS
Hello Techline, have a 2019 Sorento that has come with coolant lose. Customer stated that could smell coolant. I checked to level and found none in the reservoir. Removed rad cap and found coolant to top of neck. Pressure tested and in approx 10 min went from 17psi to 8 psi. With KDS checked for misfire counts expecting coolant in cylinder. #6 showed 1 and #1 showed 50. with #6 being easiest to get to checked it first. found no real signs of coolant leak. let vehicle do a cold soak and rechecked this mourning. With KDS found #1 had 110 misfires on startup. Removed surge tank and spark plugs to borescoipe. Found #3 still had some coolant on piston and #1 and #5 have signs of steam clean to pistons. Also noticed with the surge tank removed the valves on bank 1 are cleaner than bank 2. Belive have a head gasket starting to fail. Uploaded pics of findings.

*** 01/05/2021 07:55:44 ***
Web - Diagnostics created on 01/05/2021 07:55:44 and created by Siebel eSupport
confirmed customer concern
pressure test (no external leak)
inspected cylinders

*** 01/05/2021 07:55:46 ***
BK650052.JPG added by JOSH MYERS on 01/05/2021 07:55:46

*** 01/05/2021 07:55:47 ***
BK650056.JPG added by JOSH MYERS on 01/05/2021 07:55:47

*** 01/05/2021 07:55:47 ***
BK650055.JPG added by JOSH MYERS on 01/05/2021 07:55:47

*** 01/05/2021 07:55:48 ***

BK650053.JPG added by JOSH MYERS on 01/05/2021 07:55:47

*** 01/05/2021 07:55:48 ***
BK650054.JPG added by JOSH MYERS on 01/05/2021 07:55:48

*** 01/05/2021 11:40:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 01/05/2021 11:47:33 and created by Chris Schang ***
1: Josh,
Thank you for all the information up front. This could be a head gasket but this could also be a head bolt issue, same as the older ones. At this time, I would get some labor approval from your DPSM so you get paid to tear down and make sure the head bolts torque down and do not spin.

*** Web - Advice created on 01/07/2021 11:29:49 and created by Andrew Velasco ***
1: Tech called in for Chris. I informed him that Chris is on lunch, but would be back soon. He stated (770) 354-8963 is his personal number.

*** Web - Advice created on 01/07/2021 11:41:10 and created by Chris Schang ***
1: Josh called in,
Tech did not find any head bolts that pulled threads from the block. Tech and agent have agreed that only bank 1 head gasket should be replaced at this time. Tech will get DPSM approval for all necessary components for repair.

*** Case has been auto closed by the system on 01/23/2021 01:09:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,835

Prod Date: 10/01/2014 **Warranty Start Date:** 02/01/2015

Dealer/Contact Data:

Dealer: CA098 Paso Robles Kia

Phone: 8052398700 **FAX:** 8052271185

Contact: robert boyer **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: PWA Authorized

Case History

*** 12/30/2020 08:25:34 ***
Contact = robert boyer, Priority = Standard, Sub Status = Dispatched

*** 12/30/2020 08:25:34 ***
Web - Problem Description created on 12/30/2020 08:25:34 and created by robert boyer
customer states loosing coolant

*** 12/30/2020 08:25:34 ***
Web - Diagnostics created on 12/30/2020 08:25:34 and created by robert boyer
inspect and found the back head in the front corner there is a oil/coolant leak. i started to teardown but i thought i should start a case first before going any further.

*** 12/30/2020 13:39:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/30/2020 13:47:48 and created by Tony Thomas ***
1: Validate proper maintenance and get approval to pull the head for further inspection and torque test the head bolts prior to disassembly.

*** 12/30/2020 15:20:32 ***
Web - Note created on 12/30/2020 15:20:31 and created by robert boyer
ok

*** Service Alert Escalated to CA as: 13936734 on 12/31/2020 01:04:38 (PST)

*** Web - Advice created on 12/31/2020 05:18:42 and created by Tony Thomas ***
<For Internal Use Only

.>

*** Web - Advice created on 01/04/2021 10:16:37 and created by Tony Thomas ***
1: Robert, please update this case.

*** 01/04/2021 10:20:12 ***
20210104_100202.mp4 added by robert boyer on 01/04/2021 10:19:46

*** Web - Advice created on 01/04/2021 10:21:52 and created by Tony Thomas ***
<For Internal Use Only
no response>

*** 01/05/2021 11:32:16 ***
Web - Note created on 01/05/2021 11:32:16 and created by robert boyer
maintenance is good and the head bolts are loose as you can see in the video. head gasket looks ok no overheating seems to be factor.

*** Web - Advice created on 01/05/2021 11:37:39 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 01/05/2021 11:37:59 ***
PWA Case created for RA Case 13935539 by Tony Thomas

*** 01/05/2021 11:37:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,733

Prod Date: 07/12/2018 **Warranty Start Date:** 08/01/2018

Dealer/Contact Data:

Dealer: GA083 Rick Case Kia

Phone: 7704762800 **FAX:** 6789570767

Contact: Nathan Carter **Contact Title:** Parts Specialist **Service District:** SO13

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: treads bolt??? Broken head

Case History

*** 01/06/2021 11:34:51 ***
Contact = Nathan Carter, Priority = Standard, Sub Status = Dispatched

*** 01/06/2021 11:34:52 ***
Web - Problem Description created on 01/06/2021 11:34:52 and created by Nathan Carter
Customer states coolant leak on front middle of engine. Found coolant built up onto bottom of front facing exhaust manifold.

*** 01/06/2021 11:34:52 ***
Web - Diagnostics created on 01/06/2021 11:34:52 and created by Nathan Carter
Found source of coolant leak, suspect potential cylinder head gasket leak. Should I go ahead and check the head bolts to verify if they are stripped out or not?

*** 01/06/2021 11:54:04 ***
Web - Note created on 01/06/2021 11:54:04 and created by Nathan Carter
performed cooling system pressure test. vehicle is losing system pressure but cannot identify source of leak in any area other than where the buildup is. no residual coolant found in any other location besides exhaust manifold (front).

*** 01/06/2021 18:04:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/06/2021 18:07:02 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 01/07/2021 09:11:49 ***
Web - Note created on 01/07/2021 09:11:49 and created by Nathan Carter

checked torque of front facing cylinder head. did not find loose bolts or threads damaged. suspect bad cylinder head as there is no leakage found at head gasket. only showing on exhaust manifold. uploaded photo of coolant on exhaust.

*** 01/07/2021 09:12:39 ***
E09B95CA-4595-4913-8250-4FE87BE8F539.jpeg added by Nathan Carter on 01/07/2021 09:12:38

*** Web - Advice created on 01/07/2021 09:19:22 and created by Eric Patterson ***
1: Thank you I would agree. looks like one of the manifold stud holes may have been drilled too far. Please remove the manifold and check to make sure under pressure it does leak from the hole. If so please let me know and obtain approval from the DPSM to replace the head.

*** 01/07/2021 15:13:51 ***
Web - Note created on 01/07/2021 15:13:51 and created by Nathan Carter
Removed exhaust manifold and applied pressure to cooling system. After cleaning off excessive coolant buildup found small leak and coolant slowly leaking out of exhaust studs

*** 01/07/2021 15:18:43 ***
49B051A5-8758-4D15-AF09-0056CDC13ADA.jpeg added by Nathan Carter on 01/07/2021 15:18:42

*** 01/07/2021 15:19:51 ***
IMG_2346.MOV added by Nathan Carter on 01/07/2021 15:19:43

*** Web - Advice created on 01/07/2021 20:39:33 and created by Eric Patterson ***
1: Is the EGR cooler the cause?

Or the cylinder head?

*** 01/08/2021 05:33:26 ***
Web - Note created on 01/08/2021 05:33:26 and created by Nathan Carter
This vehicle is not equipped with EGR. The cylinder head is concerned component

*** Phone - Advice created on 01/08/2021 08:09:06 and created by Tony Thomas ***
1: Nathan called in. Found coolant leaking from the exhaust stud. Advised to get approval to replace the head and follow PS539 engine component reuse guidelines.

*** Case has been auto closed by the system on 01/24/2021 01:11:17 (PST)
*** 04/12/2021 11:10:52 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/12/2021 11:19:07 and created by Eric Patterson ***
1: Please check the head bolts for the other bank.
We will need to tear down the other head. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Web - Advice created on 04/12/2021 11:21:49 and created by Eric Patterson ***
1: *** 04/12/2021 10:26:08 ***
Contact = Nathan Carter, Priority = Standard, Sub Status = Dispatched

*** 04/12/2021 10:26:08 ***
Web - Problem Description created on 04/12/2021 10:26:08 and created by Nathan Carter

Engine is continuing to overheat after cylinder head replacement per last techline case.

*** 04/12/2021 10:26:09 ***
Web - Diagnostics created on 04/12/2021 10:26:08 and created by Nathan Carter

Coolant level was normal. Test drove vehicle 20 miles and verified customer concern of overheating. Suspected potential air pockets in cooling system. Performed ECT coolant filling mode and cleared air from system. test drove vehicle another 20 miles and vehicle began overheating again. Was unable to find any signs of coolant leak at this time. I will perform a cooling system pressure test and upload results.

*** 04/12/2021 10:59:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 PI Campaigns/TSBs

*** Web - Advice created on 04/12/2021 11:05:32 and created by Aldo Parada ***
1: tech states looses pressure when pressure testing, I will reach to the original agents to discuss this case . And i will close as duplicate

*** Web - Advice created on 04/12/2021 11:24:08 and created by Eric Patterson ***
1: Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

If there are combustion gasses in the cooling system, Please check the head bolts on the other cylinder head. Then we may need to replace the gasket on the other head.

*** Case has been auto closed by the system on 04/28/2021 01:16:21 (PST)
*** 05/10/2021 15:27:52 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/10/2021 15:28:27 and created by Juan Vazquez ***
1: Notes from case 14149341:
Engine overheating
Checked cylinder head bolts at rear cylinder head. Found cylinder head bolt stripped out.

*** Web - Advice created on 05/10/2021 15:32:20 and created by Juan Vazquez ***
1: Thank you Nathan for the video, please remove some of these stripped bolts and attach clear photos or short video showing aluminum treads on the bolt.

*** 05/11/2021 09:23:54 ***
Web - Note created on 05/11/2021 09:23:53 and created by Nathan Carter
Uploaded photo of broken head bolt

*** 05/11/2021 09:24:20 ***
0E193519-BE23-47E9-A890-AF45DB364D66.jpeg added by Nathan Carter on 05/11/2021 09:24:19

*** Web - Advice created on 05/11/2021 09:59:11 and created by Juan Vazquez ***
1: Thank you Nathan for that photo. Please verify that the rest of the bolts are not stripped.

If you are able to torque the rest of the bolts, then the head will have to be removed, the broken bolt extracted, surfaces on the block and the head inspected and if OK, reassemble the engine with new gaskets and head bolts (no PWA needed for this repair)

If you find any other bolts stripped, please attach photo showing aluminum on the treads and I will approve a short block, thank you.

*** 05/25/2021 12:41:57 ***
Web - Note created on 05/25/2021 12:41:56 and created by Nathan Carter
Found threads showing on one of head bolts. I am uploading photo

*** 05/25/2021 12:41:58 ***
03402679-36A3-4D8D-BD01-85BB3E973F36.jpeg added by Nathan Carter on 05/25/2021 12:41:58

*** Web - Advice created on 05/25/2021 18:18:29 and created by Juan Vazquez ***
1: Nathan, is this the only bolt that would not torque? Were you able to torque all the other bolts?

*** 05/26/2021 05:49:14 ***
Web - Note created on 05/26/2021 05:49:14 and created by Nathan Carter
Yes this bolt is the only one aside from the broken off head bolt in the rear cylinder head. I have not checked the front cylinder head yet

*** Web - Advice created on 05/26/2021 06:09:03 and created by Juan Vazquez ***
1: Thank you for that information. Was this bolt stripped?

*** Phone - Advice created on 05/26/2021 06:23:52 and created by Steven Okimura ***
1: Nathan called stating he found one broken head bolt and one stripped with damaged threads in the block. Advised to replace the short block and inspect the heads, if they are not flat they must be replaced not resurfaced. Since you are DSA a PWA case is not required.

*** Case has been auto closed by the system on 06/11/2021 01:11:31 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 11,186

Prod Date: 01/02/2019 **Warranty Start Date:** 02/14/2019

Dealer/Contact Data:

Dealer: MI023 Kia of Lansing

Phone: 5173935700 **FAX:** 5173930032

Contact: Nicholas Callahan **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: MIL - PCM # P0303 - P2097 - P2197 Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/07/2021 08:00:47 ***
Contact = Nicholas Callahan, Priority = Standard, Sub Status = Dispatched

*** 01/07/2021 08:00:47 ***
Web - Problem Description created on 01/07/2021 07:49:58 and created by Nicholas Callahan
customer states check engine light on and runs poor

*** 01/07/2021 08:00:47 ***
Web - Diagnostics created on 01/07/2021 07:49:58 and created by Nicholas Callahan
P0303 (dead hole) P2196, P2097. Definite combustion gasses in cooling system (see video)

*** 01/07/2021 13:00:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/07/2021 13:04:46 and created by Frank Lusic ***
1: Hello Nicholas
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

Please remove the cylinder head or heads and inspect for a warped block and or heads by using a precision straight edge , also check for cylinder wall damage, stripped threads in the block for the head bolts please take and attach any pictures of any damage if found and attach it to the case, and if the head or block is warped let me know by how much thank you

*** 01/11/2021 14:31:01 ***
Web - Note created on 01/11/2021 14:31:01 and created by Nicholas Callahan
the forth or fifth bolt I checked stripped out. I have attached a video.

*** 01/11/2021 14:33:48 ***
Web - Note created on 01/11/2021 14:33:48 and created by Nicholas Callahan
the forth or fifth bolt I checked stripped out. I have attached a video.

*** 01/11/2021 14:34:17 ***
20210111_165822.mp4 added by Nicholas Callahan on 01/11/2021 14:31:01

*** Web - Advice created on 01/11/2021 14:42:23 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/11/2021 14:42:31 ***
PWA has been authorized by Frank Lusic

*** 01/11/2021 14:42:31 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

*** 01/13/2021 10:53:36 ***
Reopened with Sub Status of Working

*** 01/13/2021 10:53:53 ***
PWA has been authorized by Rob Levy

*** 01/13/2021 10:53:54 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,164

Prod Date: 05/12/2014 **Warranty Start Date:** 06/21/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Matthew Rodrigue **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Overheated Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: PWA Authorized

Case History

*** 01/06/2021 10:47:33 ***
Contact = Matthew Rodrigue, Priority = Standard, Sub Status = Dispatched

*** 01/06/2021 10:47:33 ***
Web - Problem Description created on 01/06/2021 10:47:33 and created by Matthew Rodrigue
customer states head gaskets blown

*** 01/06/2021 10:47:33 ***
Web - Diagnostics created on 01/06/2021 10:47:33 and created by Matthew Rodrigue
verified concern , raw coolant and white smoke coming from exhaust pipe when running. when engine cold found leak by thermostat housing assembly and leaks down side of transmission and pools under car . customer had vehicle at two other shops prior to bringing to us. due to external leak advisor advised customer that may not be covered under warranty due to vehicle being ran with external leak and overheating and continuously driven to create a major head sealing concern . advised customer of the possible pulling cylinder head bolts customer declined teardown to check cylinder head bolts.. dpsm is involved and requested a techline case be created. have video of active leak dripping from thermostat housing if needed. video was sent to dpsm via service manager i believe. vehicle also has oil leak from oil filter housing o ring not installed correctly. customer waas not very imforative on her previous shop visits prior to bringing us the vehicle a week after she took it to two othershops.

*** 01/06/2021 15:46:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/06/2021 15:58:13 and created by Eric Patterson ***
1: Based on the information, looks like the head bolts gave way or a major gasket leak. Since the vehicle does have powertrain, lets see if the head gaskets show any signs of failure.

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

We are not sure what has caused this but please look closely at the head gaskets.

2: If there is add the pictures and we will need to preform an inspection. See line #3
3: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 13915748 on 01/07/2021 01:03:03 (PST)
*** 01/07/2021 15:52:18 ***
Web - Note created on 01/07/2021 15:52:17 and created by Matthew Rodrigue
dpsm requested teardown since customer declined. tore down and got 1 head bolt to pull threads for video

*** 01/07/2021 15:53:18 ***
IMG_1316.MOV added by Matthew Rodrigue on 01/07/2021 15:53:07

*** Web - Advice created on 01/07/2021 20:40:55 and created by Eric Patterson ***
1: Thank you
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/07/2021 20:41:09 ***
PWA Case created for RA Case 13944552 by Eric Patterson

*** 01/07/2021 20:41:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,621

Prod Date: 02/01/2014 **Warranty Start Date:** 04/19/2014

Dealer/Contact Data:

Dealer: WY004 White's Mountain Kia

Phone: 3072372438 **FAX:** 3074732240

Contact: Derek Wyatt **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Replaced short block and

Case History

*** 01/11/2021 11:20:49 ***
Contact = Derek Wyatt, Priority = Standard, Sub Status = Dispatched

*** 01/11/2021 11:20:49 ***
Web - Problem Description created on 01/11/2021 11:15:00 and created by Derek Wyatt
Customer original concern was vehicle was over heating and coolant resevior was bubbling.

*** 01/11/2021 11:20:49 ***
Web - Diagnostics created on 01/11/2021 11:15:00 and created by Derek Wyatt
Performed Block test, dye almost immediately turned yellow verifying a combustion leak. There were also signs of minor coolant residue on rear cylinder head by exhaust manifold. Recommended cylinder head gaskets. Upon cylinder tear down, i noticed no resistance on head "5" (according to process of loosening heads to prevent warping). Was able to remove bolt "5" by hand and block threads came out with it. I have attached a photo of the bolt as well.

*** 01/11/2021 11:20:51 ***
20210111_113143.jpg added by Derek Wyatt on 01/11/2021 11:20:50

*** 01/11/2021 11:22:15 ***
Web - Note created on 01/11/2021 11:22:14 and created by Derek Wyatt
My question is do you recommend a whole block assembly at this point or does Kia approve the use of a Time-Sert?

*** 01/11/2021 12:36:51 ***
Web - Note created on 01/11/2021 12:36:51 and created by Derek Wyatt
My apologies, it would be head bolt #6, not #5. Also showing signs of thread damage in bolt hole #7 as well. This is on the RH cylinder head just to verify

*** 01/11/2021 12:54:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/11/2021 12:58:32 and created by Frank Lusic ***

1: Hello Derek
I see that the power train warranty has expired
Kia does not recommend that the block be repaired using Time serts
usually the heads and the block are warped when this occurs too

*** 01/11/2021 13:02:37 ***
Web - Note created on 01/11/2021 13:02:37 and created by Derek Wyatt
Good afternoon Frank,

Yes, there is no warranty so this will be customer pay.
I will take measurements on the cylinder heads to see if they are warped and price out block assemblies for the customer then.
Thank you for your input. I figured it would not be recommended for repairs, but wanted to cover all my bases before contacting the customer.

*** Web - Advice created on 01/11/2021 13:39:40 and created by Frank Lusic ***
1: you are welcome Derek
let me know if you need anymore assistance

*** Service Alert Escalated to CA as: 13951813 on 01/12/2021 01:04:56 (PST)

*** 01/15/2021 11:09:12 ***
Case Closed with Resolution Code: Broken/Cracked/Etc.
Resolution Summary: Replaced short block and warped cylinder heads.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,098

Prod Date: 03/26/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: DE005 Martin Kia

Phone: 3027385200 **FAX:** 3028941265

Contact: CARL STROTHMANN **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 01/12/2021 10:35:57 ***
Contact = CARL STROTHMANN, Priority = Standard, Sub Status = Dispatched

*** 01/12/2021 10:35:57 ***
Web - Problem Description created on 01/12/2021 10:35:57 and created by CARL STROTHMANN
Customer states there is sludge in the coolant

*** 01/12/2021 10:35:58 ***
Web - Diagnostics created on 01/12/2021 10:35:58 and created by CARL STROTHMANN
Inspect and found bank 1 head bolts loose and will not tighten

*** 01/12/2021 10:41:44 ***
IMG_6436.MOV added by CARL STROTHMANN on 01/12/2021 10:41:18

*** 01/12/2021 11:40:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/12/2021 11:41:11 and created by Frank Lusic ***
1: Hello Carl

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/12/2021 11:41:40 ***
PWA Case created for RA Case 13952726 by Frank Lusic

*** 01/12/2021 11:41:41 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,825

Prod Date: 09/05/2013 **Warranty Start Date:** 11/20/2013

Dealer/Contact Data:

Dealer: WA034 Car Pros Kia Renton

Phone: 4252774228 **FAX:** 2536714068

Contact: Elliott Butterworth **Contact Title:** Technician Trainee **Service District:** WE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 01/12/2021 13:17:24 ***
Contact = Elliott Butterworth, Priority = Standard, Sub Status = Dispatched

*** 01/12/2021 13:17:24 ***
Web - Problem Description created on 01/12/2021 13:17:13 and created by Elliott Butterworth
customer stating hes losing coolant. performed leak down test and found bubbles coming up through the cooling system. got approval to replace head gaskets. upon head removal found that one of the head bolt threads on the block is stripped.

*** 01/12/2021 13:17:25 ***
Web - Diagnostics created on 01/12/2021 13:17:14 and created by Elliott Butterworth
looking for approval to replace block.

*** 01/12/2021 14:10:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/12/2021 14:12:08 and created by Frank Lusic ***
1: Elliott hello

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/12/2021 14:12:33 ***
PWA Case 13953337 created by Frank Lusic

*** 01/12/2021 14:12:37 ***
I have generated and approved a PWA case for you.

*** 01/12/2021 14:23:17 ***
Case Number: XXXXXXXX Reopen Requested by Elliott Butterworth.
Reason: [the techline site was having issues and closed the case.]

*** 01/12/2021 14:57:31 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/12/2021 14:57:53 and created by Frank Lusic ***
1: why do you need this case reopened ?

*** 01/12/2021 15:16:34 ***
Web - Note created on 01/12/2021 15:16:34 and created by Elliott Butterworth
sorry the kia site was having issues on my computer. i dont need it re opened.

*** Web - Advice created on 01/13/2021 05:48:25 and created by Frank Lusic ***
1: okay I will close this case

*** 01/25/2021 14:15:49 ***
Case Closed with Resolution Code: Warranty Exclusion-Auto Close
Resolution Summary: Warranty Exclusion-Auto Close

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,236

Prod Date: 04/25/2014 **Warranty Start Date:** 12/29/2014

Dealer/Contact Data:

Dealer: WV016 Dutch Miller Kia

Phone: 3043437700 **FAX:** 8772863793

Contact: Homer Lanham **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/19/2021 11:28:03 ***
Contact = Homer Lanham, Priority = Standard, Sub Status = Dispatched

*** 01/19/2021 11:28:03 ***
Web - Problem Description created on 01/19/2021 11:28:03 and created by Homer Lanham
front head has pulled threads from block

*** 01/19/2021 11:28:03 ***
Web - Diagnostics created on 01/19/2021 11:28:03 and created by Homer Lanham
was pulling head to replace head gasket and found pulled threads

*** 01/19/2021 11:30:40 ***
161108456073816321071 83.jpg added by Homer Lanham on 01/19/2021 11:30:38

*** 01/19/2021 14:17:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/19/2021 14:19:12 and created by Frank Lusic ***
1: Hello Homer
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/19/2021 14:19:18 ***
PWA has been authorized by Frank Lusic

*** 01/19/2021 14:19:18 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,112

Prod Date: 03/25/2014 **Warranty Start Date:** 06/17/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Daniel Vertrees **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Head Gasket Leak Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/20/2021 11:36:42 ***
Contact = Daniel Vertrees, Priority = Standard, Sub Status = Dispatched

*** 01/20/2021 11:36:42 ***
Web - Problem Description created on 01/20/2021 11:36:42 and created by Daniel Vertrees
vehicle overheating, coolant leaking

*** 01/20/2021 11:36:42 ***
Web - Diagnostics created on 01/20/2021 11:36:42 and created by Daniel Vertrees
inspect for leak, found front bank head gasket externally leaking. exhaust gas present in cooling system, head gasket blown.
perform cooling fan activation test, working as designed.

*** 01/20/2021 11:38:00 ***
B19E808A-E7F3-4B35-ABAE-3C86C9839883.jpeg added by Daniel Vertrees on 01/20/2021 11:37:59

*** 01/20/2021 11:38:04 ***
1E657961-0505-4BDD-82BB-04DCA313983E.jpeg added by Daniel Vertrees on 01/20/2021 11:38:03

*** 01/20/2021 11:38:06 ***
F6F787D8-0751-4E21-8405-C1251CEDCAB1.jpeg added by Daniel Vertrees on 01/20/2021 11:38:04

*** 01/20/2021 11:38:07 ***
247FF3A5-2543-41B5-924C-95C40CB34E71.jpeg added by Daniel Vertrees on 01/20/2021 11:38:06

*** 01/20/2021 11:38:08 ***
3E6BD99B-1560-4D87-BFE4-457EA47D3104.jpeg added by Daniel Vertrees on 01/20/2021 11:38:07

*** 01/20/2021 14:20:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/20/2021 14:25:20 and created by Eric Patterson ***
1: A; Thank you Danial
2: B: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 01/20/2021 15:19:28 ***
Web - Note created on 01/20/2021 15:19:28 and created by Daniel Vertrees
First one I checked pulled, photo attached. I did not remove OCV's since I found the head bolt like that. Will I need to send head out for inspection or just reuse it?

*** 01/20/2021 15:19:30 ***
56946FC5-81C2-4DE0-BD3C-3CE8B5A62DAF.jpeg added by Daniel Vertrees on 01/20/2021 15:19:29

*** Web - Advice created on 01/20/2021 16:43:32 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: . Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/20/2021 16:43:36 ***
PWA has been authorized by Eric Patterson

*** 01/20/2021 16:43:36 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,284

Prod Date: 09/26/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: Robert Humphries **Contact Title:** Service Manager **Service District:** SO06

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 01/21/2021 07:32:46 ***
Contact = Robert Humphries, Priority = Standard, Sub Status = Dispatched

*** 01/21/2021 07:32:47 ***
Web - Problem Description created on 01/21/2021 07:32:46 and created by Robert Humphries
C/S engine runs rough, smells, no heat at idle, having to add to radiator. Repair in-process for cylinder head gaskets, found questionable head bolt threads in block.

*** 01/21/2021 07:32:47 ***
Web - Diagnostics created on 01/21/2021 07:32:47 and created by Robert Humphries
Disassemble for cylinder head gaskets V6, some concern for deterioration for head bolt threads in block. Had seen one previously here on out of warranty repair and on recent EWR call V6 stripped head bolts was a topic of discussion. Attaching photos and short video of concern.

*** 01/21/2021 09:11:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/21/2021 09:13:48 and created by Andrew Velasco ***
1: Hello, Robert. Please attempt to attach the files to the case again. There was an issue with the system earlier that wouldn't allow anything to be uploaded, but has since been fixed.

*** 01/21/2021 09:16:50 ***
20210121092043.avi added by Robert Humphries on 01/21/2021 09:16:49

*** 01/21/2021 09:17:44 ***
Web - Note created on 01/21/2021 09:17:44 and created by Robert Humphries
added pics and video

*** 01/21/2021 09:17:45 ***
6009469D.jpg added by Robert Humphries on 01/21/2021 09:17:45

*** 01/21/2021 09:17:45 ***
60094775.jpg added by Robert Humphries on 01/21/2021 09:17:45

*** 01/21/2021 10:51:31 ***
Web - Note created on 01/21/2021 10:51:30 and created by Robert Humphries
Added photo of block/gasket

*** 01/21/2021 10:51:32 ***
IMG_1443.jpg added by Robert Humphries on 01/21/2021 10:51:31

*** Web - Advice created on 01/21/2021 11:50:26 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/21/2021 11:50:54 ***
PWA Case 13967117 created by Andrew Velasco

*** 01/21/2021 11:51:03 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13967911 on 01/22/2021 01:06:54 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,938

Prod Date: 09/08/2017 **Warranty Start Date:** 01/05/2018

Dealer/Contact Data:

Dealer: MI036 Summit Place Kia East

Phone: 5864631521 **FAX:** 5864633959

Contact: BRAD REGAN **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/21/2021 13:18:32 ***
Contact = BRAD REGAN, Priority = Standard, Sub Status = Dispatched

*** 01/21/2021 13:18:32 ***
Web - Problem Description created on 01/21/2021 13:17:45 and created by BRAD REGAN
Lube tech noticed oil that seemed to be leaking from the oil pan and our service advisor recommended he come back for further diagnosis. Upon removing the lower belly cover, I noticed that there was oil seemingly coming out of everywhere. The front cover, oil pan, girdle, and front cylinder head are all leaking to varying extents. I cleaned the engine to the best of my ability and put UV dye into the crankcase. I can see dye seeping out of all the spots previously mentioned. I did a compression test on the first 3 cylinders in front and got 140, 145, and 150 respectively. According to KGIS these are acceptable figures. I also removed the oil fill cap with the engine running to test for excessive crankcase pressure but there was not. I suspect a leaking head gasket causing exhaust gases to be let into the crankcase.

*** 01/21/2021 13:18:33 ***
Web - Diagnostics created on 01/21/2021 13:18:33 and created by Siebel eSupport
UV dye, compression test.

*** 01/21/2021 14:18:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/21/2021 14:23:34 and created by Frank Lusic ***
1: Hello Brad
I have never seen a 3.3 head gasket leaking combustion gases into the crank case,
if it was I would think that the engine would have other issues too

are the head gaskets leaking oil externally ? attach pictures if so

also attach pictures of the oil leaks too

*** 01/22/2021 05:36:06 ***

Web - Note created on 01/22/2021 05:36:06 and created by BRAD REGAN
Hello I had my apprentice write this case for me we were bouncing ideas off of each other and the idea of the compression leaking into the crank case is pure speculation not founded in proven fact. The oil leaking externally from the head gasket area is indeed happening. This engine appears to be leaking oil externally from every sealing area. Oil Pan gasket, front head gasket, block to crank reinforcing girdle this seems odd for such a low milage vehicle. I will shoot some photos for you as soon as I get it in on the rack.

*** 01/22/2021 06:24:03 ***
20210122_092018.jpg added by BRAD REGAN on 01/22/2021 06:24:02

*** 01/22/2021 06:24:06 ***
20210122_092034.jpg added by BRAD REGAN on 01/22/2021 06:24:04

*** 01/22/2021 06:24:11 ***
20210122_092045.jpg added by BRAD REGAN on 01/22/2021 06:24:07

*** 01/22/2021 06:24:16 ***
20210122_092058.jpg added by BRAD REGAN on 01/22/2021 06:24:12

*** 01/22/2021 06:24:23 ***
20210122_092115.jpg added by BRAD REGAN on 01/22/2021 06:24:17

*** Web - Advice created on 01/22/2021 06:27:19 and created by Frank Lusic ***
1: Thank you Brad for the clarification ,
let's start with the head gasket leaking oil
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/22/2021 08:12:40 ***
Web - Note created on 01/22/2021 08:12:40 and created by BRAD REGAN
We attempted to remove the camshafts without removing the front cover or engine but it simply is not possible without jumping time. The only way this is going to be feasible is to remove the entire engine and operate on the ground. Additionally we cannot retorque head bolts as they are torque to yield. We looked into availability of a short block and it seems one is a minimum of 6 weeks out. Cylinder heads are in stock nearby and could be acquired in a few days.

*** 01/22/2021 08:43:33 ***
Web - Note created on 01/22/2021 08:43:32 and created by BRAD REGAN
UPDATE: We were able to fit a chrome socket into the space between the cam and head to check the torque on some of the head bolts, and were able to break them free at just 45 ft/lbs of torque.

*** Web - Advice created on 01/22/2021 09:32:14 and created by Frank Lusic ***
1: Brad called in I asked him to try to retorque the head bolts to see if the threads in the block hold

*** 01/22/2021 10:33:06 ***
Web - Note created on 01/22/2021 10:33:06 and created by BRAD REGAN
I have attempted to re-torque the head bolts as you requested and on the final torque sequence I cannot get the bolts to torque down to spec they just spin.

*** Web - Advice created on 01/22/2021 11:13:08 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/22/2021 11:13:36 ***
PWA Case created for RA Case 13967337 by Frank Lusic

*** 01/22/2021 11:13:36 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,379

Prod Date: 01/09/2014 **Warranty Start Date:** 03/21/2014

Dealer/Contact Data:

Dealer: UT005 Wasatch Front Kia

Phone: 8016271300 **FAX:** 8016211087

Contact: Ron Slagle **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Requested additional

Case History

*** 01/26/2021 08:27:28 ***
Contact = Ron Slagle, Priority = Standard, Sub Status = Dispatched

*** 01/26/2021 08:27:28 ***
Web - Problem Description created on 01/26/2021 08:14:56 and created by Ron Slagle
COOLANT IS CONTAMINATED, VEHICLE GOT HOT, BLEW COOLANT LINE

*** 01/26/2021 08:27:28 ***
Web - Diagnostics created on 01/26/2021 08:24:56 and created by Ron Slagle
CONFIRMED CONCERN, COOLANT LINE TO THROTTLE BODY HAS PIN HOLE IN IT, COOLANT IS CONTAMINATED WITH EXHAUST GASES. SEE PICTURES. SUSPECT HEAD BOLT BACKED OUT DUETO THIS BEING A KNOWN ISSUE

*** 01/26/2021 10:39:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/26/2021 10:42:39 and created by John Nguyen ***
1: Ron, perform a block test as outlined in KGIS under Technician Basics TB022.
2: Perform a cylinder leak down test and note down all your readings to the case for review. Please also include if you can hear air leaking out of the cylinder and where.
3: If the block test fails, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 02/05/2021 11:14:55 ***
Web - Note created on 02/05/2021 11:14:55 and created by Ron Slagle
valve maintence uploaded . head bolts spin at 70 ftlbs. one bolt was able to be extracted. photo with vin uploaded. can not complete block test due to hoses have poped and can not bring vehicle to temp. can not perform compression test due to

operating temp. performed leak down test 80% leakage. air coming from cooling system

*** 02/05/2021 11:14:58 ***
20210205_120035.mp4 added by Ron Slagle on 02/05/2021 11:14:55

*** 02/05/2021 11:15:00 ***
20210205_120426.jpg added by Ron Slagle on 02/05/2021 11:14:58

*** Web - Advice created on 02/05/2021 13:03:40 and created by Chris Schang ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/05/2021 13:03:49 ***
PWA has been authorized by Chris Schang

*** 02/05/2021 13:03:50 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
Requested additional information.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,528

Prod Date: 05/15/2014 **Warranty Start Date:** 06/10/2014

Dealer/Contact Data:

Dealer: ID011 Stone's Kia

Phone: 2085242400 **FAX:** 2085241004

Contact: Shane Chase **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Crank No Start **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/25/2021 15:47:11 ***
Contact = Shane Chase, Priority = Standard, Sub Status = Dispatched

*** 01/25/2021 15:47:11 ***
Web - Problem Description created on 01/25/2021 15:47:11 and created by Shane Chase
Customer states vehicle died while driving, white smoke was coming out of the exhaust.

*** 01/25/2021 15:47:11 ***
Web - Diagnostics created on 01/25/2021 15:47:11 and created by Shane Chase
Verified crank no start, immediately notice bubbles from coolant reservoir. chem-block test fails right away. found excessive coolant in the oil.

*** 01/25/2021 15:55:55 ***
Web - Note created on 01/25/2021 15:55:54 and created by Shane Chase
Update #2. case started due to factory warranty still intact and unsure if I have approval to tear cylinder heads off to test and check the cylinder heads without a tech case approval.

*** 01/26/2021 06:42:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/26/2021 06:44:56 and created by Eric Patterson ***
1: You are a DSA A Dealer. Please proceed with checking the head bolts and cylinder heads. Thank you Shane

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 01/26/2021 10:31:19 ***
Web - Note created on 01/26/2021 10:31:19 and created by Shane Chase

Pulled bank 2 valve cover and was able to access most of the head bolts. 5 of which are finger tight and just spin. no metal found in the exhaust ocv filters on this side.

*** Web - Advice created on 01/26/2021 14:21:45 and created by Eric Patterson ***
1: Perfect, please add a picture of the stripped threads, then I will approve the PWA case for the engine replacement

*** 01/26/2021 15:17:39 ***
Web - Note created on 01/26/2021 15:17:39 and created by Shane Chase
Have attached a photo of 2 of the bolts as i wasn't sure how many you actually needed

*** 01/26/2021 15:17:40 ***
01262021 studs.jpg added by Shane Chase on 01/26/2021 15:17:39

*** Web - Advice created on 01/26/2021 16:41:14 and created by Eric Patterson ***
1: Perfect, thank you

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/26/2021 16:41:32 ***
PWA Case created for RA Case 13971943 by Eric Patterson

*** 01/26/2021 16:41:32 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 66,882

Prod Date: 10/17/2013 **Warranty Start Date:** 03/22/2014

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Joe Albert **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/25/2021 12:14:14 ***
Contact = Joe Albert, Priority = Standard, Sub Status = Dispatched

*** 01/25/2021 12:14:15 ***
Web - Problem Description created on 01/25/2021 12:14:14 and created by Joe Albert
THEY HAVE HAD TO ADD COOLANT ONCE A WEEK FOR_A BOUT A MONTH NOW.

*** 01/25/2021 12:14:15 ***
Web - Diagnostics created on 01/25/2021 12:14:15 and created by Joe Albert
verified customer's concern found COs in the cooling system using the emission tester. see print out below, do we need to tear down and check head bolts?

*** 01/25/2021 12:20:09 ***
26079929.jpg added by Joe Albert on 01/25/2021 12:20:08

*** 01/25/2021 14:26:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/25/2021 14:28:08 and created by Greg Phillips ***
1: Do you have any misfires that may lead you at least to the bank that has the issue? I would use a bore scope and see if there is a lot of coolant in any of the cylinders. Check for external head gasket leaks around that cylinder. And then yes, we'll need to do a little further tear down to see if this is more than just a head gasket.

*** 01/25/2021 14:49:44 ***
Web - Note created on 01/25/2021 14:49:44 and created by Joe Albert
due to the hydro carbon readings. i checked for coolant leaks. found a leak coming from the rear head. will start the tear down.

*** Web - Advice created on 01/25/2021 15:03:37 and created by Greg Phillips ***
1: Thanks Joe.

*** 01/27/2021 14:51:37 ***
Web - Note created on 01/27/2021 14:51:37 and created by Joe Albert
Greg
Loosened the head, and re-torqued the head bolts to 65ftlbs, one of the outer head bolts pulled threads.
-Joe

*** 01/27/2021 14:51:39 ***
A7BDBAA3-9C2D-4771-99FD-0291E61B82E3.jpeg added by Joe Albert on 01/27/2021 14:51:38

*** 01/27/2021 21:29:30 ***
PWA Case created for RA Case 13971464 by Greg Phillips

*** 01/27/2021 21:29:30 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,268

Prod Date: 09/08/2014 **Warranty Start Date:** 02/25/2015

Dealer/Contact Data:

Dealer: MN017 Tom Kadlec Kia

Phone: 5072812222 **FAX:** 5073611330

Contact: travis richardson **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: MIL - PCM # P0300 - P0302 - P0305 - coolant leak Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/26/2021 14:40:18 ***
Contact = travis richardson, Priority = Standard, Sub Status = Dispatched

*** 01/26/2021 14:40:18 ***
Web - Problem Description created on 01/26/2021 14:40:10 and created by travis richardson
customer states the check engine light is on and there is no heat.

*** 01/26/2021 14:40:18 ***
Web - Diagnostics created on 01/26/2021 14:40:11 and created by travis richardson
i verified the concern. i pulled codes p0300, p0302, and p0305. the engine was running rough. i lifted the suv and found coolant dripping out of the rear head gasket. what would you like me to do next. does this still have powertrain. according to the warranty validation the powertrain is expired but its the original owner. thanks

*** 01/26/2021 14:44:08 ***
Web - Note created on 01/26/2021 14:44:08 and created by travis richardson
i miss spelled the last name. dierich. thanks

*** 01/27/2021 07:25:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/27/2021 07:29:14 and created by Greg Phillips ***
1: Double check to make sure that you entered the customer's name correctly on the warranty validation page. And what I would do next is see if those rear cylinders have a lot of coolant in any of them. If not, check for proper maintenance by removing the rear valve cover and check for sludge (get a photo) and try to check the head bolts near the leak. See if the bolts are loose or stripped. Some of these can be gotten to with the camshaft still installed if you have a socket that will fit.

*** 01/27/2021 07:36:08 ***
Web - Note created on 01/27/2021 07:36:08 and created by travis richardson
Its Diedrich! sorry.

*** 01/27/2021 11:06:49 ***
20210127_130450.jpg added by travis richardson on 01/27/2021 11:06:48

*** 01/27/2021 11:16:39 ***
Web - Note created on 01/27/2021 11:16:39 and created by travis richardson
There is no coolant in rear cylinder head. the engine looks good with no sludge. there is one head bolt that is stripped out. i sent a picture of the rear valve train and left the socket and extension on the bolt to show you which bolt it was. thanks.

*** Web - Advice created on 01/28/2021 07:18:10 and created by Greg Phillips ***
1: Thanks. Give me a bit to get the customer's name corrected.

*** 01/28/2021 07:40:33 ***
Web - Note created on 01/28/2021 07:40:33 and created by travis richardson
sorry about that.

*** Web - Advice created on 01/28/2021 13:25:03 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 01/28/2021 15:22:47 ***
PWA Case created for RA Case 13973811 by Greg Phillips

*** 01/28/2021 15:22:47 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,340

Prod Date: 08/22/2013 **Warranty Start Date:** 07/05/2014

Dealer/Contact Data:

Dealer: WA008 Kia of Puyallup

Phone: 2532868000 **FAX:** 2532866061

Contact: jay jones **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/26/2021 16:10:32 ***
Contact = jay jones, Priority = Standard, Sub Status = Dispatched

*** 01/26/2021 16:10:32 ***
Web - Problem Description created on 01/26/2021 16:10:32 and created by jay jones
customer stated that the veh is leaking coolant

*** 01/26/2021 16:10:33 ***
Web - Diagnostics created on 01/26/2021 16:10:32 and created by jay jones
verified concern. inspected for coolant leaks and found coolant build up the bank 2 head gasket area. completed a coolant system pressure test and found no coolant actively leaking from the head gasket. upon further inspection i did find what looks to be like a crack in the block where the cylinder head meets the block right under the main coolant pipe. will attach picture to the case.

*** 01/26/2021 16:11:42 ***
Web - Note created on 01/26/2021 16:11:42 and created by jay jones
Attached photo

*** 01/26/2021 16:11:43 ***
A3214FBD-3161-4B48-9A67-6AC3EDF4EB32.jpeg added by jay jones on 01/26/2021 16:11:43

*** 01/27/2021 08:07:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/27/2021 08:13:29 and created by Andrew Velasco ***
1: Hello, Jay. Did pressure drop at all when you performed the pressure test? If you can, please try cleaning off the coolant residue and perform the pressure test again.

Please perform a block test and attach a picture of the result to the case.

2: Please also perform a leak down test on the engine per Technician basics TB009 & while performing the test listen and note any air pressure escaping from the Intake(throttle body), Exhaust system, Radiator w/cap removed or Crankcase/oil cap and list the leak down % results of each cylinder and where air is escaping.

3: If you find that while perform the leak down test you can see bubbles in the radiator, please attach a continuous video showing the VIN plate and bubbles.

*** 01/27/2021 12:02:30 ***
Web - Note created on 01/27/2021 12:02:30 and created by jay jones
Cleaned and then completed another pressure test. Found pressure dropped 5 psi in about 7 min. Found coolant swelling out of the corner of the head gasket area on bank 2. Attached video.

*** 01/27/2021 12:02:35 ***
IMG_0960.MOV added by jay jones on 01/27/2021 12:02:31

*** 01/27/2021 14:45:21 ***
Web - Note created on 01/27/2021 14:45:21 and created by jay jones
completed block test and found no exhaust gasses contaminating the coolant system. completed leak down test and found the following.

leak down results

cy 1 - 10%
cyl 2 - 12%
cyl 3 - 20%
cyl 4 - 25%
cyl 5 - 15%
cyl 6 - 5%

*** Web - Advice created on 01/27/2021 17:04:13 and created by Andrew Velasco ***
1: Thank you for your results, Jay. Please remove the valve cover and check if any of the head bolts continuously tighten while using a ratchet. If they do, please attach a continuous video displaying the VIN plate as well as the head bolt continuously turning. Pleas also remove the head bolt and show the stripped threads in a picture.

*** 01/28/2021 10:39:52 ***
63355191127 _ AC429E3E-7542-4257-BEF3-5B0B5B784970.MOV added by jay jones on 01/28/2021 10:39:50

*** 01/28/2021 10:43:56 ***
Web - Note created on 01/28/2021 10:43:56 and created by jay jones
Attached video of head bolt free spinning. Attached picture of head bolt with pulled threads

*** 01/28/2021 10:43:58 ***
image.jpg added by jay jones on 01/28/2021 10:43:57

*** Web - Advice created on 01/28/2021 16:38:45 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/28/2021 16:39:03 ***
PWA Case created for RA Case 13973937 by Andrew Velasco

*** 01/28/2021 16:39:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,891

Prod Date: 09/15/2014 **Warranty Start Date:** 02/08/2015

Dealer/Contact Data:

Dealer: CA300 Hanlees Kia

Phone: 5307573770 **FAX:** 5307573783

Contact: DANIEL MARQUITZ **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/19/2021 12:01:21 ***
Contact = DANIEL MARQUITZ, Priority = Standard, Sub Status = Dispatched

*** 01/19/2021 12:01:21 ***
Web - Problem Description created on 01/19/2021 12:01:21 and created by DANIEL MARQUITZ
vehicle stalled out several times and had a lot of smoke out the tail pipe also temperature was climbing over normal

*** 01/19/2021 12:01:21 ***
Web - Diagnostics created on 01/19/2021 12:01:21 and created by DANIEL MARQUITZ
could not get it to stall it was smoking did a block test it failed

*** 01/19/2021 14:49:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/19/2021 14:51:06 and created by Frank Lusic ***
1: Hello Daniel
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 02/01/2021 09:34:22 ***
Web - Note created on 02/01/2021 09:34:22 and created by DANIEL MARQUITZ
still working on vehicle

*** Web - Advice created on 02/01/2021 10:08:01 and created by Frank Lusic ***
1: Thanks for the update

*** Service Alert Escalated to CA as: 13982565 on 02/02/2021 01:06:52 (PST)

*** 02/02/2021 07:39:15 ***
Web - Note created on 02/02/2021 07:39:15 and created by DANIEL MARQUITZ
found most of the head bolts loose

*** Web - Advice created on 02/02/2021 08:36:29 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/02/2021 08:36:53 ***
PWA Case created for RA Case 13962747 by Frank Lusic

*** 02/02/2021 08:36:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,876

Prod Date: 09/19/2017 **Warranty Start Date:** 07/05/2018

Dealer/Contact Data:

Dealer: OR002 Beaverton Kia

Phone: 5035262131 **FAX:** 5034699417

Contact: Miguel Sanchez **Contact Title:** Technician Trainee **Service District:** WE09

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 02/09/2021 10:01:47 ***
Contact = Miguel Sanchez, Priority = Standard, Sub Status = Dispatched

*** 02/09/2021 10:01:47 ***
Web - Problem Description created on 02/09/2021 09:54:36 and created by Miguel Sanchez
CUSTOMER STATES THAT THE VEHICLE IS STALLING AGIAN AND THE HOT AIR IS NOT WORKING AND ENGINE WILL NOT FULLY TURN OFF.

*** 02/09/2021 10:01:47 ***
Web - Diagnostics created on 02/09/2021 09:54:36 and created by Miguel Sanchez
VEHICLE WAS PREVIOUSLY IN FOR SAME ISSUES FOR HEATING CONCERN AFTER CUSTOMER STATED VEHICLE HAD OVERHEATED. AT THE TIME VEHICLE WAS TOPPED OFF WITH COOLANT AND COOLANT PRESSURE TEST AND BLOCK TEST WAS PERFORMED VEHICLE HELD PRESSURE AND BLOCK TEST PASSED WITH NO LEAKS FOUND AND HEATER WAS WORKING AT THE TIME. TODAY WHILE DIAGNOSING CONCERN FOUND VEHICLE ABOUT 3/4 OF A GALLON LOW FILLED PERFORMED ENGINE BLOCK TEST NO CHANGE TO COMBUSTION FLUID. PUT A SPILL FREE FUNNEL ON RADIATOR MONITORED VEHICLE COOLING SYSTEM WITH ENGINE RUNNING AND HAVE VERIFIED VEHICLE IS RELEASING EXCEESIVE GAS BUBBLES. WHICH NEXT FOLLOWING STEPS WOULD YOU LIKE MY TO PERFORM TO VERIFY VEHICLE HAS BAD HEADGASKETS BASED ON INFORMATION PROVIDED.

*** 02/09/2021 13:31:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 02/09/2021 13:33:39 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 02/09/2021 15:46:42 ***
Web - Note created on 02/09/2021 15:46:41 and created by Miguel Sanchez
AFTER GAINING ACCESS TO HEAD BOLTS ON BANK TO FOUND SEVERAL STRIPPED BOLT WHEN TORQUEING THE

HEAD BOLTS AS STATED. I WILL GO AHEAD AND SUBMIT A PWA FOR A SHORT BLOCK NOW THAT THE PROBLEM HAS BEEN FOUND.

*** Web - Advice created on 02/09/2021 19:32:19 and created by Sam Camarillo ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/09/2021 19:32:45 ***
PWA Case 13996478 created by Sam Camarillo

*** 02/09/2021 19:32:45 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 13996960 on 02/10/2021 01:08:08 (PST)

*** 03/16/2021 10:02:19 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/16/2021 10:02:42 and created by Sam Camarillo ***
1: Opened per tech request for documentation

*** 03/16/2021 10:56:03 ***
Web - Note created on 03/16/2021 10:56:02 and created by Miguel Sanchez
REQUESTED FOR TECHLINE CASE TO BE REOPENED FOR DOCUMENTATION. UPON ENGINE HEAD REMOVAL ON BANK 1 WHILE REMOVING HEAD BOLTS ENGINE BLOCK HAS CRACKED ON THE SAME BANK THAT HAD STRIPPED HEAD BOLTS DURING SHORT BLOCK ENGINE REPLACEMENT TEAR DOWN . MAKING NOTES OF DAMAGE TO ENGINE BLOCK TO AVIOD ANY UNERLYING ISSUES FOR WHEN THE ENGINE BLOCK IS RETURNED FOR WARRANTY PURPOSES TO THIS CASE.

*** Web - Advice created on 03/16/2021 11:41:19 and created by Sam Camarillo ***
1: OK thanks, I will close the case now

*** 03/16/2021 11:41:46 ***
Case closed by Sam Camarillo with Resolution Code : Warranty Exclusion-Auto Close
[Resolution Summary]
Warranty Exclusion-Auto Close

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,464

Prod Date: 10/28/2014 **Warranty Start Date:** 12/04/2014

Dealer/Contact Data:

Dealer: FL058 Bill Byrd Kia

Phone: 8508720444 **FAX:** 8507858866

Contact: PAUL CHORNY **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Eng-Reman Engine Concern # Head Gasket Leak Case for Warranty

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 02/05/2021 11:47:21 ***
Contact = PAUL CHORNY, Priority = Standard, Sub Status = Dispatched

*** 02/05/2021 11:47:21 ***
Web - Problem Description created on 02/05/2021 11:45:19 and created by PAUL CHORNY
Bank 1 blown head gasket

*** 02/05/2021 11:47:21 ***
Web - Diagnostics created on 02/05/2021 11:45:20 and created by PAUL CHORNY
Scanned found p0300-p0301-p0303 vehicle is smoking coolant out of tailpipe checked coolant was low 1.5 gallons checked oil it was full and no coolant in oil checked cooling fan operation it works fine pressure tested cooling system no leaks found i had one of these a few months ago same problem same bank the threads for the head bolts in the block were pulling out we had to replace the engine block

*** 02/05/2021 15:02:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 02/05/2021 15:05:05 and created by Eric Patterson ***
1: Lets recheck the head bolts as seen below for Bank 1
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 02/08/2021 07:03:09 ***
Web - Note created on 02/08/2021 07:03:09 and created by PAUL CHORNY
do you want me to tear this engine down the timing chain and cams need to be removed just to get to the head bolts

*** Web - Advice created on 02/08/2021 07:28:28 and created by Eric Patterson ***
1: Lets just get access to the head bolts and check if they are loose or will not tighten, If so I will approve the short block. Thank you Paul

*** 02/09/2021 09:03:18 ***
Web - Note created on 02/09/2021 09:03:18 and created by PAUL CHORNY
I removed all that I needed to get to the head bolts the engine looks like a milk shake inside and 5 out of 8 headbolts I took out with a socket and my fingers they were that loose the other three I took out with a 1/4 inch ratchet not very tight what do you want me to order

*** Web - Advice created on 02/09/2021 10:18:47 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/09/2021 10:19:06 ***
PWA Case created for RA Case 13989823 by Eric Patterson

*** 02/09/2021 10:19:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,363

Prod Date: 05/21/2014 **Warranty Start Date:** 06/23/2014

Dealer/Contact Data:

Dealer: NJ078 Difeo Kia

Phone: 7329947100 **FAX:** 7325346100

Contact: Frank Kopp **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** 02/10/2021 11:40:33 ***
Contact = Frank Kopp, Priority = Standard, Sub Status = Dispatched

*** 02/10/2021 11:40:33 ***
Web - Problem Description created on 02/10/2021 11:34:43 and created by Frank Kopp
Vehicle has coolant leak from rear cylinder head gasket.

*** 02/10/2021 11:40:33 ***
Web - Diagnostics created on 02/10/2021 11:34:43 and created by Frank Kopp
Removed rear cylinder head to find cause, found two lower center bolts loose threads pulled from block. Pictures attached

*** 02/10/2021 11:40:48 ***
20210210_143252.mp4 added by Frank Kopp on 02/10/2021 11:40:34

*** 02/10/2021 15:21:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/10/2021 15:23:36 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/10/2021 15:23:47 ***
PWA has been authorized by Andrew Velasco

*** 02/10/2021 15:23:47 ***
Case closed by Andrew Velasco with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,284

Prod Date: 09/26/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: Kelly Howley **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: MIL - PCM # P0300 - P0302 - P0304 - P0306

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: TOLERANCE TO TIGHT ON

Case History

*** 02/11/2021 04:48:38 ***
Contact = Kelly Howley, Priority = Standard, Sub Status = Dispatched

*** 02/11/2021 04:48:39 ***
Web - Problem Description created on 02/11/2021 04:46:58 and created by Kelly Howley
REPLACED WITH KIA SHORT BLOCK FOR HEAD GASKET LEAKING AND HEAD BOLT STRIPPED . SUB HEADS OUT FOR INSPECTION REPLACED CAMS AND BUCKETS. COMPLETE NEW TIMING CHAINS , TENSIONER AND GUIDES EVEN NEW SPARK PLUGS. AFTER ENGINE INSTALL GETTING MISFIRE ON CYLINDER 2,4,6

*** 02/11/2021 04:48:39 ***
Web - Diagnostics created on 02/11/2021 04:46:58 and created by Kelly Howley
INSTALL WITH KNOWN GOOD COIL PAKS. CHECKED ALL GROUNDS PROBLEM STILL EXIST

*** 02/11/2021 08:37:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/11/2021 08:40:56 and created by Jerry Gossling ***
1: Kelly,
Check the valve adjustment per the procedure outlined in the shop manual.
I have found the valve adjustment to be one of the main causes of misfires on newly assembled engines.
Thank you

*** 02/25/2021 07:02:38 ***
Web - Note created on 02/25/2021 07:02:38 and created by Kelly Howley
PERFORMED LEAK DOWN TEST ON CYLINDER 2,4 AND 6 AND CYLINDER BELOW 10%

*** 02/25/2021 11:25:05 ***
Web - Note created on 02/25/2021 11:25:05 and created by Kelly Howley
ALL CYLINDERS BELOW 10%

*** Web - Advice created on 02/26/2021 13:51:47 and created by Jerry Gossling ***
1: Kelly,
Did you check the valve adjustment ?

*** 02/26/2021 14:03:46 ***
Web - Note created on 02/26/2021 14:03:45 and created by Kelly Howley
THOSE ARE HYDRAULIC IT HAS BUCKETS

*** Web - Advice created on 03/01/2021 09:04:49 and created by Jerry Gossling ***
1: Kelly,
Review the shop manual under engine mechanical systems and click on it.
Next scroll down to cylinder head assembly and click on it. Than scroll down to valve clearance adjustment and follow the procedure for checking the valve adjustment.
Thanks

*** Web - FTS Note created on 03/08/2021 08:37:56 and created by Jeffrey Nelson ***
Hi Kelly,
Was valve clearance checked as techline requested?

*** Web - Advice created on 03/09/2021 04:40:19 and created by Jerry Gossling ***
<For Internal Use Only
Thanks Jeff.>

*** 03/16/2021 07:03:16 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: TOLERANCE TO TIGHT ON BUCKETS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,145

Prod Date: 07/24/2013 **Warranty Start Date:** 09/08/2013

Dealer/Contact Data:

Dealer: IN034 Napleton Kia of Fishers

Phone: 3178630029 **FAX:** 3172546540

Contact: Jonathan Burns **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 02/09/2021 06:01:12 ***
Contact = Jonathan Burns, Priority = Standard, Sub Status = Dispatched

*** 02/09/2021 06:01:13 ***
Web - Problem Description created on 02/09/2021 06:01:13 and created by Jonathan Burns
Customer noticed coolant pooling under the vehicle.

*** 02/09/2021 06:01:13 ***
Web - Diagnostics created on 02/09/2021 06:01:13 and created by Jonathan Burns
Confirmed coolant leaking from back of the engine and down both sides of the transmission and block. Found coolant temp control assembly leaking from the center where the halves of the case connect. cleaned off area and replaced coolant temp control assembly. Didn't notice any further leaks after bleeding cooling system but by the time the customer came to pick up the vehicle, coolant had starting to pool underneath again. Pressurized the system and inspected for further leaks and saw coolant dribbling down the block from the bank 2 cylinder head gasket. I can only confirm bank 2 is leaking at this time as I can't fully see bank 1. I attached a photo of the area of the leak.

*** 02/09/2021 06:01:14 ***
IMG_1230.jpg added by Jonathan Burns on 02/09/2021 06:01:14

*** 02/09/2021 08:35:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/09/2021 08:37:30 and created by Frank Lusic ***
1: Hello Jonathan
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 13996911 on 02/10/2021 01:08:08 (PST)

*** 02/25/2021 05:24:10 ***
Web - Note created on 02/25/2021 05:24:10 and created by Jonathan Burns
I checked the head bolts and found the threads in the block at the back of the exhaust side of bank 2 not holding as well as the back of the intake side of bank 1.

*** Web - Advice created on 02/25/2021 06:06:15 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/25/2021 06:06:39 ***
PWA Case created for RA Case 13994442 by Frank Lusic

*** 02/25/2021 06:06:39 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,331

Prod Date: 08/08/2014 **Warranty Start Date:** 01/05/2015

Dealer/Contact Data:

Dealer: NY134 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Marlon Aveiga **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/26/2021 12:06:37 ***
Contact = Marlon Aveiga, Priority = Standard, Sub Status = Dispatched

*** 02/26/2021 12:06:38 ***
Web - Problem Description created on 02/25/2021 09:55:07 and created by Marlon Aveiga
car is over heating

*** 02/26/2021 12:06:38 ***
Web - Diagnostics created on 02/25/2021 09:55:07 and created by Marlon Aveiga
performed block test and failed pics attached no coolant leaks

*** 03/01/2021 14:11:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/01/2021 14:15:43 and created by Eric Patterson ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/02/2021 11:31:15 ***
Web - Note created on 03/02/2021 11:31:15 and created by Marlon Aveiga
75ft the head bolts and it pulled the head bolts. Video attached

*** 03/02/2021 11:31:19 ***
IMG_1135.MOV added by Marlon Aveiga on 03/02/2021 11:31:15

*** 03/02/2021 11:32:40 ***
Web - Note created on 03/02/2021 11:32:40 and created by Marlon Aveiga
What I meant to type was treads off the block came out with head bolts

*** Web - Advice created on 03/02/2021 12:29:28 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/02/2021 12:29:35 ***
PWA has been authorized by Eric Patterson

*** 03/02/2021 12:29:35 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,923

Prod Date: 06/06/2014 **Warranty Start Date:** 06/29/2014

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Steve Rotondo **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Eng-Reman Engine Concern # Head Threads

Symptom: Parts **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 02/25/2021 13:14:18 ***
Contact = Steve Rotondo, Priority = Standard, Sub Status = Dispatched

*** 02/25/2021 13:14:19 ***
Web - Problem Description created on 02/25/2021 13:14:19 and created by Steve Rotondo
while performing short block motor change tech noticed short block was not properly machined at the head bolt locations on the right cylinder there is 1 hole that i can only turn a head bolt half way by hand the rest i can seat by hand
after boroscoping the bolt locations i found the threads were cut only about half way and there is no bottom point . the bolt will go all the way down to the crank
i will include pictures .

*** 02/25/2021 13:14:19 ***
Web - Diagnostics created on 02/25/2021 13:14:19 and created by Steve Rotondo
visual inspection with boroscope

*** 02/25/2021 13:21:17 ***
Screenshot_20210225-155656_HD Scope.jpg added by Steve Rotondo on 02/25/2021 13:21:17

*** 02/25/2021 13:21:18 ***
Screenshot_20210225-155707_HD Scope.jpg added by Steve Rotondo on 02/25/2021 13:21:18

*** 02/25/2021 13:21:19 ***
20210225_161757.jpg added by Steve Rotondo on 02/25/2021 13:21:18

*** 02/25/2021 13:21:20 ***
20210225_161811.jpg added by Steve Rotondo on 02/25/2021 13:21:19

*** 02/27/2021 08:04:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 02/27/2021 08:11:19 and created by Eric Patterson ***
1: Thank you, Please have parts make a Mobis case so they can send another block out to you. You will not need a PWA case as the engine has not been installed yet.

*** Service Alert Escalated to CA as: 13990419 on 03/03/2021 01:04:51 (PST)

*** Case has been auto closed by the system on 03/15/2021 01:09:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,287

Prod Date: 03/27/2014 **Warranty Start Date:** 05/03/2014

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Zachary Epperly **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 02/25/2021 15:19:33 ***
Contact = Zachary Epperly, Priority = Standard, Sub Status = Dispatched

*** 02/25/2021 15:19:33 ***
Web - Problem Description created on 02/25/2021 14:30:56 and created by Zachary Epperly
Customer states: Engine temp was high when using remote start in the morning.

*** 02/25/2021 15:19:33 ***
Web - Diagnostics created on 02/25/2021 14:30:56 and created by Zachary Epperly
Confirmed customer concern. Found engine overheating. Found exhaust gas present from radiator. Vehicle is burning coolant. We have seen a lot of these. Usually it pulls the head bolt threads out of the block. Recommend short block replacement.

*** 02/27/2021 12:57:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/27/2021 13:01:46 and created by Brian Lall ***
1: Did you find any external leaks or a root cause of the overheating? Please inspect the vehicle and note if there is any damage from outside influence to the vehicle especially at the cooling system components and note if any components appear to have been replaced recently. Please also remove both valve covers and check if there are any loose head bolts. If you find loose bolts take pictures or a video showing the bolt will not tighten or showing it removed with any damaged threads from the block on it and attach them to the case. Thanks.

*** 03/10/2021 09:49:46 ***
Web - Note created on 03/10/2021 09:49:46 and created by Zachary Epperly
I can't see any external damage or any obvious signs or overheating from external factors. Vehicle does smoke substantially and smells like coolant. Using borescope, verified damaged head bolt threads. Please see pictures. One good bolt hole for reference as well as a damaged bolt hole.

*** 03/10/2021 09:49:46 ***

20201111_075013.jpg added by Zachary Epperly on 03/10/2021 09:49:46

*** 03/10/2021 09:49:47 ***
20201111_074951.jpg added by Zachary Epperly on 03/10/2021 09:49:47

*** Case has been auto closed by the system on 03/15/2021 01:09:32 (PST)
*** 03/19/2021 08:51:11 ***
Case Number: XXXXXXXX Reopen Requested by Zachary Epperly.
Reason: [Was waiting on response from Techline.]

*** 03/19/2021 10:12:01 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/19/2021 10:15:43 and created by Brian Lall ***
1: I am not sure why the case auto closed and I apologize for the delay. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/19/2021 10:15:49 ***
PWA has been authorized by Brian Lall

*** 03/19/2021 10:15:49 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,152

Prod Date: 11/07/2014 **Warranty Start Date:** 12/13/2014

Dealer/Contact Data:

Dealer: PA062 Fred Beans Kia of Langhorne

Phone: 2159458001 **FAX:** 2159457378

Contact: Watson Jean baptiste **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/01/2021 06:20:30 ***
Contact = Watson Jean baptiste, Priority = Standard, Sub Status = Dispatched

*** 03/01/2021 06:20:30 ***
Web - Problem Description created on 03/01/2021 06:13:10 and created by Watson Jean baptiste
Engine is overheating.

*** 03/01/2021 06:20:30 ***
Web - Diagnostics created on 03/01/2021 06:13:10 and created by Watson Jean baptiste
Engine does not show any sign of overheating but the coolant goes to the reservoir tank when the engine reach normal temperature and when accelerating . Compression test is ok. C1-150psi, C2-145psi, C3-148psi, C4- 148psi, C5- 145psi, C6- 150psi. I pressurized the cooling system but I did not noticed any coolant in the combustion chambers. Head gaskets were recently replace. No DTC.

*** Service Alert Escalated to CA as: 14017644 on 03/02/2021 01:07:34 (PST)

*** 03/02/2021 10:51:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/02/2021 10:56:22 and created by Andrew Velasco ***
1: Thank you for all of the information, Watson. Please perform a leak down test on the engine per Technician basics TB009 & while performing the test listen and note any air pressure escaping from the Intake(throttle body), Exhaust system, Radiator w/cap removed or Crankcase/oil cap and list the leak down % results of each cylinder and where air is escaping.

2: If you can see bubbles in the radiator while performing the leak down test, please attach a continuous video showing the VIN plate and bubbles.

3: Please also remove the valve covers and check if any of the head bolts are stripped by tightening them with a ratchet. If

they turn continuously, please attach a continuous video displaying the VIN plate and head bolt turning continuously with the ratchet.

Please also remove the head bolts and show the stripped threads.

*** Web - Advice created on 03/02/2021 10:56:47 and created by Andrew Velasco ***
1: Please attach a picture of the bolts. They do not need to be shown in the video.

*** Case has been auto closed by the system on 03/18/2021 01:16:46 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,653

Prod Date: 04/23/2013 **Warranty Start Date:** 06/09/2013

Dealer/Contact Data:

Dealer: NM017 Pitre Kia

Phone: 5058994848 **FAX:** 5058996535

Contact: shane allen **Contact Title:** Customer Relations **Service District:** SW09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 03/01/2021 10:13:02 ***
Contact = shane allen, Priority = Standard, Sub Status = Dispatched

*** 03/01/2021 10:13:02 ***
Web - Problem Description created on 03/01/2021 10:13:02 and created by shane allen
vehicle is overheating and leaking coolant

*** 03/01/2021 10:13:02 ***
Web - Diagnostics created on 03/01/2021 10:13:02 and created by shane allen
hydrocarbons in the cooling system, white smoke, coolant leaking from the cylinder head

*** 03/01/2021 10:13:05 ***
20210301_110550.mp4 added by shane allen on 03/01/2021 10:13:03

*** 03/01/2021 10:13:07 ***
20210301_110357.jpg added by shane allen on 03/01/2021 10:13:05

*** Service Alert Escalated to CA as: 14017397 on 03/02/2021 01:07:34 (PST)

*** 03/03/2021 05:24:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/03/2021 05:29:28 and created by Steven Okimura ***
1: Shane, try torquing down the head bolts near the leak, if the head bolts fail to tighten and continue to spin, attach a video of the VIN and bolt failing to tighten or the bolt with damaged threads. Thank you

*** 03/03/2021 12:18:16 ***
Web - Note created on 03/03/2021 12:18:16 and created by shane allen

found the head bolt pulled the thread out of the block shown in pictures

*** 03/03/2021 12:18:23 ***
20210303_114348_1.mp4 added by shane allen on 03/03/2021 12:18:17

*** 03/03/2021 12:18:26 ***
20210303_114515.jpg added by shane allen on 03/03/2021 12:18:23

*** 03/03/2021 13:26:38 ***
PWA Case 14022247 created by Steven Okimura

*** 03/03/2021 13:26:45 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,047

Prod Date: 09/13/2013 **Warranty Start Date:** 01/13/2014

Dealer/Contact Data:

Dealer: SC033 Kia of Greenville

Phone: 8645162710 **FAX:** 8645162711

Contact: Blake Crawford **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Fluid Leak - Engine oil # Head Gaskets. Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 02/25/2021 14:22:40 ***
Contact = Blake Crawford, Priority = Standard, Sub Status = Dispatched

*** 02/25/2021 14:22:41 ***
Web - Problem Description created on 02/25/2021 14:22:41 and created by Blake Crawford
Engine is leaking substantial oil and coolant from between block and head.

Technician has seen this before. The headbolts were overtorqued at the factory and have sheered the threads from the short block. A new SB Assy will be required to correct this. Providing 2 photos and a short video of coolant actively dripping from rear of block.

*** 02/25/2021 14:22:41 ***
Web - Diagnostics created on 02/25/2021 14:22:41 and created by Blake Crawford
Visual inspection

*** 02/25/2021 14:22:47 ***
20210225_165042[1].mp4 added by Blake Crawford on 02/25/2021 14:22:41

*** 02/25/2021 14:22:49 ***
20210225_165031[1].jpg added by Blake Crawford on 02/25/2021 14:22:47

*** 02/25/2021 14:22:50 ***
20210225_165013[1].jpg added by Blake Crawford on 02/25/2021 14:22:49

*** Service Alert Escalated to CA as: 14008137 on 02/25/2021 18:32:20 (PST)

*** 02/27/2021 11:27:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 02/27/2021 11:44:32 and created by Eric Patterson ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/02/2021 08:58:35 ***
Web - Note created on 03/02/2021 08:58:35 and created by Blake Crawford
I Have submitted video documenting that the cylinder head bolts are completely stripped and the Short Block is defunct.

*** 03/02/2021 08:58:53 ***
20210302_102017.mp4 added by Blake Crawford on 03/02/2021 08:58:35

*** Web - Advice created on 03/03/2021 09:55:05 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/03/2021 09:55:21 ***
PWA Case created for RA Case 14007579 by Eric Patterson

*** 03/03/2021 09:55:22 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,225

Prod Date: 04/03/2013 **Warranty Start Date:** 04/30/2013

Dealer/Contact Data:

Dealer: IL073 International Kia

Phone: 7084680000 **FAX:** 7086146243

Contact: Edwin Dumas **Contact Title:** Service Consultant **Service District:** CE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 02/11/2021 11:46:31 ***
Contact = Jamal Harper, Priority = Standard, Sub Status = Dispatched

*** 02/11/2021 11:46:31 ***
Web - Problem Description created on 02/11/2021 11:35:05 and created by Jamal Harper
customer states that vehicle is blowing cold air at idle .

*** 02/11/2021 11:46:31 ***
Web - Diagnostics created on 02/11/2021 11:35:06 and created by Jamal Harper
i have confirmed cold air being felt only at idle . , inspection of vehicle shows rear head gasket failure . i can visually see small bubbles coming from head gasket and a heavy presence of ant freeze , . anti freeze is leaking from rear head gasket . i will attach photo , please advise

*** 02/11/2021 11:52:57 ***
20210210_114611.jpg added by Jamal Harper on 02/11/2021 11:52:56

*** 02/11/2021 11:52:58 ***
20210210_114619.jpg added by Jamal Harper on 02/11/2021 11:52:57

*** 02/11/2021 15:49:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/11/2021 15:50:52 and created by Andrew Velasco ***
1: Hello, Jamal. Please remove the valve cover and check if any of the head bolts continuously tighten with a ratchet. If they do, please attach a continuous video showing the VIN plate and the head bolt continuously tightening.

2: Please also remove the head bolt and show the stripped threads in a picture.

*** Case has been auto closed by the system on 02/26/2021 19:49:34 (PST)

*** 03/03/2021 07:34:38 ***
Case Number: XXXXXXXX Reopen Requested by Edwin Dumas.
Reason: [VIDEO OF HEAD BOLT SPINNING HAS BEEN ADDED]

*** 03/03/2021 10:35:09 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/03/2021 10:35:26 and created by Andrew Velasco ***
1: Hello, Jamal. Please attach the video to the case.

*** 03/03/2021 13:39:11 ***
Web - Note created on 03/03/2021 13:39:11 and created by Jamal Harper
I am unable to remove bolts from block at this time but they are in fact spinning in block

*** 03/03/2021 13:39:29 ***
20210226_114838.mp4 added by Jamal Harper on 03/03/2021 13:39:14

*** 03/03/2021 13:53:38 ***
Web - Note created on 03/03/2021 13:53:38 and created by Jamal Harper
i have attached video

*** 03/03/2021 14:14:32 ***
Web - Note created on 03/03/2021 14:14:31 and created by Jamal Harper
please advise

*** Web - Advice created on 03/03/2021 17:10:14 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/03/2021 17:10:26 ***
PWA Case created for RA Case 14000600 by Andrew Velasco

*** 03/03/2021 17:10:26 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,934

Prod Date: 05/06/2014 **Warranty Start Date:** 06/30/2014

Dealer/Contact Data:

Dealer: DE005 Martin Kia

Phone: 3027385200 **FAX:** 3028941265

Contact: Dimitri Jean-Louis **Contact Title:** Technician Trainee **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA approval

Case History

*** 03/04/2021 07:53:26 ***
Contact = Dimitri Jean-Louis, Priority = Standard, Sub Status = Dispatched

*** 03/04/2021 07:53:26 ***
Web - Problem Description created on 03/04/2021 05:31:08 and created by Dimitri Jean-Louis
CUSTOMER STATES VEHICLE IS OVERHEATING

*** 03/04/2021 07:53:26 ***
Web - Diagnostics created on 03/04/2021 05:31:08 and created by Dimitri Jean-Louis
DIAGNOSED A BLOWN HEAD GASKET WHICH WAS APPROVED BY CUSTOMER AND EXTENDED WARRANTY. DURING RE-INSTALLATION THE LAST BOLT ON THE HEAD CLOSEST TO RADIATOR WOULD NOT TORQUE DOWN AT 29LB-FT (WITHIN THE TORQUE SPECIFICATION LISTED IN KGIS) PICTURES ATTACHED

*** 03/06/2021 10:55:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 03/06/2021 10:57:15 and created by Chris Schang ***
1: Dimitri,
Can you attach a photo of the valve train (as best as possible given its torn down) for maintenance review?

*** 03/10/2021 05:00:11 ***
EADBC178-75EE-4C10-8FBF-4C54311407D9.jpeg added by Dimitri Jean-Louis on 03/10/2021 05:00:09

*** 03/10/2021 05:00:13 ***
6AD32FC2-897F-4FEA-BBAA-22611D3721B8.jpeg added by Dimitri Jean-Louis on 03/10/2021 05:00:12

*** Web - Advice created on 03/10/2021 07:20:51 and created by Chris Schang ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/10/2021 07:20:57 ***
PWA has been authorized by Chris Schang

*** 03/10/2021 07:20:57 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,576

Prod Date: 06/08/2017 **Warranty Start Date:** 09/28/2017

Dealer/Contact Data:

Dealer: KS012 Midwest Kia

Phone: 3166522201 **FAX:** 3166522990

Contact: Bryce Moore **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 09/04/2019 09:26:28 ***
Contact = Bryce Moore, Priority = Standard, Sub Status = Dispatched

*** 09/04/2019 09:26:28 ***
Web - Problem Description created on 09/04/2019 06:14:40 and created by Bryce Moore
VEHICLE CAME IN WITH CHECK ENGINE LIGHT FLASHING AND THE CAR SHUT DOWN ON THEM.

*** 09/04/2019 09:26:29 ***
Web - Diagnostics created on 09/04/2019 06:14:40 and created by Bryce Moore
I SCANNED VEHICLE AND FOUND CODE P0303 CYLINDER 3 MISFIRE. WHILE LETTING VEHICLE RUN IN MY BAY THE VEHICLE STARTED TO OVERHEAT. I PERFORMED A COOLING SYSTEM LEAK TEST AND IT PASSED HOLDING PRESSURE. I THEN PERFORMED A ENGINE BLOCK TEST WHICH FAILED. VEHICLE MUST HAVE A BLOWN HEAD GASKET. I REC REPLACING ENGINE DUE FROM SIGNS OF THE VEHICLE OVERHEATING. THE HEAD IS PROBABLY WARPED.

*** 09/04/2019 09:38:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 09/04/2019 09:43:25 and created by Chris Schang ***
1: Bryce,
We will need to measure the cylinder heads for warpage and see if they are within specs. You can get DPSM approval to tear down the engine to perform this test. When you are removing the head, take note if any of the head bolts pull the block threads out.

*** Service Alert Escalated to CA as: 13340078 on 09/05/2019 01:06:40 (PST)

*** Case has been auto closed by the system on 09/20/2019 01:20:18 (PST)

*** 10/21/2019 08:21:24 ***
Case Number: XXXXXXXX Reopen Requested by Bryce Moore.
Reason: [REMOVED AND INSPECTED BOTH HEADS. I FOUND THAT THE LEFT HEAD IS ,004 IN ON THE HEAD GASKET SURFACE. THE RIGHT HEAD IS .006 IN ON THE HEAD GASKET SURFACE. SO BOTH HEADS ARE OUT OF SPEC.]

*** 10/21/2019 08:23:38 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/21/2019 08:24:34 and created by Chris Schang ***
1: Thanks Bryce.
Did any of the head bolts spin freely or could all be removed easily? Did any pull threads from the block?

*** 10/21/2019 10:48:03 ***
Web - Note created on 10/21/2019 10:48:03 and created by Bryce Moore
THEY CAME OUT FINE. THEY DIDN'T PULL ANY THREADS FROM THE BLOCK.

*** Web - Advice created on 10/21/2019 13:56:07 and created by Chris Schang ***
1: Bryce,
If the heads are the only item warped and there is no damage to the block, you can get DPSM approval to replace the heads and the associated gaskets/hardware/misc. components. Thanks.

*** 10/23/2019 12:29:14 ***
Web - Note created on 10/23/2019 12:29:14 and created by Bryce Moore
FOUND THAT THE BLOCK IS WARPED. I NEED SHORT BLOCK AS WELL.

*** Web - Advice created on 10/23/2019 13:58:24 and created by Chris Schang ***
1: Bryce,
Can you send a photo of the valve train, as best as possible considering the valve train is taken down.

*** Case has been auto closed by the system on 11/08/2019 01:08:43 (PST)
*** 03/04/2021 18:52:38 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/04/2021 19:00:40 and created by Oscar Rodriguez ***
1: Warranty Claim Appeal Approved by Oscar Rodriguez
<For Internal Use Only
Dealer failed to followup for final approval of engine prior to replacement. Both RPSM and DPSM have reached out to the Warranty Department on behalf of the dealer ensuring the repair performed was justified with actual engine failure. Any further warranty appeals received by the Warranty Department from this dealer that have not had proper PWA prior to repair may not be granted.>

*** 03/04/2021 19:01:21 ***
PWA Case created for RA Case 13190156 by Oscar Rodriguez

*** 03/04/2021 19:01:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/05/2021 06:04:42 ***
Reopened with Sub Status of Working

*** 03/05/2021 06:04:55 ***
PWA has been authorized by Rob Levy

*** 03/05/2021 06:04:56 ***
Case closed by Rob Levy with Resolution Code : Faulty Component
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,680

Prod Date: 05/04/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: CT029 Kia of Stamford

Phone: 2038838888 **FAX:** 2038838889

Contact: oscar pizano **Contact Title:** Shop Foreman **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # coolant mixing Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 02/02/2021 14:38:24 ***
Contact = oscar pizano, Priority = Standard, Sub Status = Dispatched

*** 02/02/2021 14:38:24 ***
Web - Problem Description created on 02/02/2021 13:39:15 and created by oscar pizano
customer state there is a white milky substance in the radiator

*** 02/02/2021 14:38:24 ***
Web - Diagnostics created on 02/02/2021 13:39:15 and created by oscar pizano
i checked the radiator and there is a mixed of oil and coolant i had Sorentos in the pass with head bolts back up. with the radiator cap open i rev the engine and you can see the coolant pushed through the radiator. i added a video of it. do you want me to removed the valve cover and check for the head bolts?

*** 02/03/2021 06:51:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 02/03/2021 06:58:59 and created by Chris Schang ***
1: Oscar,
Given the video, I would say yes, lets start with checking head bolt torque. Thank you.

*** 02/03/2021 07:09:36 ***
Web - Note created on 02/03/2021 07:09:35 and created by oscar pizano
thank you i will get to it. i will let you know what i find

*** Web - Advice created on 02/03/2021 09:14:03 and created by Chris Schang ***
1: Thank you Oscar.

*** 02/25/2021 12:18:48 ***
Web - Note created on 02/25/2021 12:18:48 and created by oscar pizano

hey Chris welcome back. so i remove the valve cover to check the head bolts i found 3 of them loose on the bank 2. (head closer to the radiator) i tried to tied them back, however once it gets tied it just brakes loose again. it seems like the treads on the block are not good anymore. its not the first time i see this. the last coactions i get a short block and we clean the heads. what do you think or what do you want me to do next?

*** Case has been auto closed by the system on 02/25/2021 18:36:37 (PST)
*** 02/26/2021 13:15:46 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/26/2021 13:16:55 and created by Chris Schang ***
1: Hey Oscar,
Can you send photos of the head bolts with threads and a photo of the valve train as best as possible? I can issue the approval for the short block but the heads will still have to be removed and inspected for damage.

*** Service Alert Escalated to CA as: 14011592 on 02/26/2021 19:44:37 (PST)

*** 03/04/2021 10:29:16 ***
Web - Note created on 03/04/2021 10:29:16 and created by oscar pizano
hey Chris.
im going to removed the engine from the car since i cant remove the bolt do to the fact that the cams are blocking it. i will remove it tonight and i will summit the pictures late today. thank you/

*** Web - Advice created on 03/04/2021 15:03:50 and created by Chris Schang ***
1: Oscar,
That's fine. Let me know when you have the photos up and attached.

*** 03/09/2021 06:35:19 ***
Web - Note created on 03/09/2021 06:35:19 and created by oscar pizano
hey Chris.
I finally had the time to take the pictures. the valve train looks clean it looks like the heads are in good shape. we maybe able to reuse I took the pictures of the valve train, front casing and the bolts. I added the pictures on this case.

*** 03/09/2021 06:35:21 ***
20210309_090356[1].jpg added by oscar pizano on 03/09/2021 06:35:20

*** 03/09/2021 06:35:22 ***
20210309_085743[1].jpg added by oscar pizano on 03/09/2021 06:35:21

*** 03/09/2021 06:35:24 ***
20210309_085734[1].jpg added by oscar pizano on 03/09/2021 06:35:23

*** Web - Advice created on 03/09/2021 11:53:13 and created by Chris Schang ***
1: Thank you Oscar for all the photos and information.
I will generate a PWA for engine replacement.

*** 03/09/2021 11:53:34 ***
PWA Case created for RA Case 13984171 by Chris Schang

*** 03/09/2021 11:53:34 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 34,430

Prod Date: 08/28/2017 **Warranty Start Date:** 05/26/2018

Dealer/Contact Data:

Dealer: TX099 Huffines Kia McKinney

Phone: 4695254400 **FAX:** 4695254401

Contact: tai huynh **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Headgasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: DSA A

Case History

*** 03/15/2021 06:53:29 ***
Contact = tai huynh, Priority = Standard, Sub Status = Dispatched

*** 03/15/2021 06:53:29 ***
Web - Problem Description created on 03/15/2021 06:46:44 and created by tai huynh
CUSTOMER STATE COOLANT DRIPPING
CHECK AND ADVISE.

*** 03/15/2021 06:53:29 ***
Web - Diagnostics created on 03/15/2021 06:46:45 and created by tai huynh
HELLO SIR.
COOLANT IS DRIPPING TO THE FLOOR, COOLANT LEVEL IS LOW, I DID NOT DETECT COMBUSTION LEAK.
I BELIEVE CYLINDER BLOCK HEAD BOLTS THREAD STRIPPED AND AND LEAKING COOLANT THROUGH CYLINDER HEAD GASKET AT BANK 1
OIL LEVEL IS FULL, NO DTC STORE.
I ATTACHED SCREEN SHOT OF DTC WITH VDN
I ATTACHED SHORT VIDEO OF COOLANT LEAKING AT RIGHT BANK (B1) CYLINDER HEAD GASKET AREA.
IF ENGINE RUNNING LONG ENOUGH I CAN SEE COOLANT BUBBLE OUT.
PLEASE ADVISE. THANKS

*** 03/15/2021 09:34:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 PI Campaigns/TSBs

*** Web - Advice created on 03/15/2021 09:35:44 and created by Aldo Parada ***
1: Hi Tai, please torque head bolts, if one or more are spinning after torque please remove and send clear pictures of bolt threads.
2: Thank you!

*** 03/25/2021 10:55:20 ***
Web - Note created on 03/25/2021 10:55:20 and created by tai huynh

Hello sir
I torque bank 1 head bolt 3rd one from the left spinning when torque.
I attached video and picture of head bolt.
Please advise. Thanks

*** 03/25/2021 10:55:27 ***
20210325_124151.mp4 added by tai huynh on 03/25/2021 10:55:20

*** 03/25/2021 10:55:29 ***
1616694868707132806218 4.jpg added by tai huynh on 03/25/2021 10:55:28

*** 03/26/2021 06:08:58 ***
Web - Note created on 03/26/2021 06:08:58 and created by tai huynh
WAITING FOR RESPONSE

*** Web - Advice created on 03/26/2021 11:14:37 and created by Aldo Parada ***
1: Based on the information you have provided, you are self-authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

2: You are a DSA A status dealer and no Techline PWA is required.

*** 03/26/2021 11:14:52 ***
Case closed by Aldo Parada with Resolution Code : Faulty Component
[Resolution Summary]
DSA A

*** Service Alert Escalated to CA as: 14070990 on 03/27/2021 01:07:03 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 6,740

Prod Date: 09/10/2019 **Warranty Start Date:** 10/11/2019

Dealer/Contact Data:

Dealer: FL118 Miami Lakes Kia

Phone: 3055582400 **FAX:** 3055585252

Contact: Samuel Taylor **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: Engine - Smokes # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/04/2021 11:58:44 ***
Contact = Andre McCook, Priority = Standard, Sub Status = Dispatched

*** 01/04/2021 11:58:44 ***
Web - Problem Description created on 01/04/2021 11:58:44 and created by Andre McCook
vehicle is emitting a lot of white smoke

*** 01/04/2021 11:58:44 ***
Web - Diagnostics created on 01/04/2021 11:58:44 and created by Andre McCook
observed and smelled white smoke. smoke is very sweet. coolant level very low. Advice?

*** 01/04/2021 11:59:09 ***
0101211349.mp4 added by Andre McCook on 01/04/2021 11:58:47

*** 01/04/2021 14:49:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/04/2021 14:51:19 and created by Greg Phillips ***
1: Have you done a block test on this? Any external leaks anywhere, including around the head gaskets? Does the radiator fan work? Any coolant in any of the cylinders (misfire code might help track that down faster if there is one)?

*** Service Alert Escalated to CA as: 13941260 on 01/05/2021 01:05:16 (PST)

*** Case has been auto closed by the system on 01/20/2021 01:12:03 (PST)
*** 02/08/2021 07:38:43 ***
Case Number: XXXXXXXX Reopen Requested by Samuel
Taylor. Reason: [NEED TO PERFORMED MORE DIAG]

*** 02/08/2021 07:58:34 ***
Reopened with Sub Status of Working

*** 02/08/2021 08:28:56 ***
Web - Note created on 02/08/2021 08:28:56 and created by Samuel Taylor
ok so I will performed all those test

*** Web - Advice created on 02/08/2021 08:53:10 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 02/10/2021 15:16:07 ***
Web - Note created on 02/10/2021 15:16:06 and created by Samuel Taylor
ok will so far I can see the head gasket leaking rear one and also the fan working no issue

*** Web - Advice created on 02/11/2021 11:05:16 and created by Greg Phillips ***
1: Samuel, you'll need to dig deeper on this and determine if this is just a head gasket, or if there is something bigger going on. Is there a lot of coolant in any of the cylinders on that back head? Any scoring or cracking of the cylinder walls? If you can't see anything definitive, then I would start removing that head for further inspection, but I would check the torque on the head bolts before removing them. Are any of them loose? If so, I would see if there is stripped head threads on the bolt threads.

*** 02/12/2021 05:37:03 ***
Web - Note created on 02/12/2021 05:37:03 and created by Samuel Taylor
ok no problem

*** Web - Advice created on 02/12/2021 10:47:36 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 02/25/2021 10:35:12 ***
Web - Note created on 02/25/2021 10:35:12 and created by Samuel Taylor
PERFORM LEAK DOWN TEST, FOUND LEAK COMING FROM THE EXHAUST. PERFORM COMPRESSION TEST FOUND NUMBER 2 HAS LOW COMPRESSION, ALSO SPOKE WITH CHRIS WHO ADVISE TO CHECK HEAD BOLTS, FOUND REAR HEAD BOLT LOOSE, UNABLE TO TIGHTEN BOLT

*** Web - Advice created on 02/26/2021 13:27:17 and created by Greg Phillips ***
1: Are you able to get the head bolt out for a photo and see if there are pulled block threads on it?

*** 02/28/2021 12:59:03 ***
Web - Note created on 02/28/2021 12:59:03 and created by Samuel Taylor
ok I will work on that trying to get the head bolts out and will send you some photo

*** Web - Advice created on 03/02/2021 08:39:17 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 03/09/2021 14:31:41 ***
84624.JPG added by Samuel Taylor on 03/09/2021 14:31:40

*** 03/10/2021 05:01:40 ***
Web - Note created on 03/10/2021 05:01:40 and created by Samuel Taylor
ok so I was able to get the head bolt out I send you a photo and that bolt was loose

*** 03/11/2021 06:07:46 ***
Web - Note created on 03/11/2021 06:07:46 and created by Samuel Taylor
ok hello did you get the photo ?

*** Web - Advice created on 03/11/2021 10:19:29 and created by Greg Phillips ***

1: Sorry for the delay Samuel. We are still backed up quite a bit from the recent outage. I don't see any block threads attached to that bolt, but that bolt would not torque down though, right?

*** 03/11/2021 10:38:53 ***
Web - Note created on 03/11/2021 10:38:53 and created by Samuel Taylor
ok that one was very loose going to try and take out one more ?

*** 03/12/2021 12:31:00 ***
IMG-20210312-WA0012.jpg added by Samuel Taylor on 03/12/2021 12:30:59

*** 03/12/2021 13:08:15 ***
Web - Note created on 03/12/2021 13:08:15 and created by Samuel Taylor
hello so I take another bolt from the head I send the photo to you what's going on we really need some answer on those case pls and thank you

*** 03/12/2021 14:40:18 ***
PWA Case created for RA Case 13940316 by Greg Phillips

*** 03/12/2021 14:40:18 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,070

Prod Date: 05/16/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 **FAX:** 7177189417

Contact: MERL KEEFER **Contact Title:** Dual Technician **Service District:** EA08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 03/01/2021 06:49:53 ***
Contact = MERL KEEFER, Priority = Standard, Sub Status = Dispatched

*** 03/01/2021 06:49:53 ***
Web - Problem Description created on 03/01/2021 06:49:53 and created by MERL KEEFER
engine has coolant leak

*** 03/01/2021 06:49:53 ***
Web - Diagnostics created on 03/01/2021 06:49:53 and created by MERL KEEFER
looks like its the head gasket.

*** 03/01/2021 06:49:55 ***
16146100126536787369627136715498.jpg added by MERL KEEFER on 03/01/2021 06:49:54

*** 03/01/2021 06:50:00 ***
16146100907987531837023599534290.jpg added by MERL KEEFER on 03/01/2021 06:49:58

*** 03/02/2021 11:25:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin 1 PI Campaigns/TSBs

*** Web - Advice created on 03/02/2021 11:26:09 and created by Aldo Parada ***
1: perform a cylinder compression test and a cylinder leakdown test and report diagnosis .
2: Let us know where the leak is coming from, if any.

*** 03/08/2021 05:45:44 ***
Web - Note created on 03/08/2021 05:45:43 and created by MERL KEEFER
cylinder 2 is 175 cylinder 4 is 170 cylinder 6 is 175 All cylinders are less than 10%. No internal leaks present. IT looks like its leaking all external at cylinder 6.

*** Web - Advice created on 03/08/2021 15:13:00 and created by Aldo Parada ***

1: can you please provide full compression results, wet and dry, you skipped 3 cylinders.
2: Also what do you mean external leak on cyl 6? where ?
<For Internal Use Only
I dont think tech performed leakdown on engine, skipped 3 cyl for compression but did the leakdown on them??>

*** 03/09/2021 05:21:30 ***
Web - Note created on 03/09/2021 05:21:30 and created by MERL KEEFER
results are listed below. It appears to be leaking coolant externally at the head gasket near number 6 cylinder.

*** Web - Advice created on 03/09/2021 11:53:51 and created by Aldo Parada ***
1: Can you please torque the head bolts and check if any of them spin freely, may have pulled threads.

*** Service Alert Escalated to CA as: 14035101 on 03/10/2021 01:07:45 (PST)

*** 03/10/2021 13:33:44 ***
Web - Note created on 03/10/2021 13:33:44 and created by MERL KEEFER
there is 2 bolts that free spin near the coolant leak

*** Web - Advice created on 03/10/2021 16:11:56 and created by Aldo Parada ***
1: Thank you , please remove those two bolts and send pictures, make sure you show the thread of the bolts.

*** 03/12/2021 12:31:33 ***
Web - Note created on 03/12/2021 12:31:33 and created by MERL KEEFER
Pictures are shown of the bolts.

*** 03/12/2021 12:31:35 ***
161558104254310964627971305896 47.jpg added by MERL KEEFER on 03/12/2021 12:31:34

*** Web - Advice created on 03/13/2021 11:19:32 and created by Aldo Parada ***
1: Thank you, i see no service records under dealer. Can customer provide full records?
2: if now a picture of valve train would do just fine. thanks

*** 03/15/2021 08:52:07 ***
Web - Note created on 03/15/2021 08:52:07 and created by MERL KEEFER
forward Carfax

*** 03/15/2021 08:52:08 ***
161582330069224267411620987281 46.jpg added by MERL KEEFER on 03/15/2021 08:52:08

*** 03/15/2021 08:52:10 ***
161582333924273238527904049095 72.jpg added by MERL KEEFER on 03/15/2021 08:52:09

*** 03/15/2021 08:52:11 ***
161582337281593359347055982126 2.jpg added by MERL KEEFER on 03/15/2021 08:52:10

*** 03/15/2021 08:52:12 ***
161582340741330013648803891348 64.jpg added by MERL KEEFER on 03/15/2021 08:52:11

*** 03/15/2021 08:52:13 ***
161582344215540259810079371591 25.jpg added by MERL KEEFER on 03/15/2021 08:52:12

*** 03/15/2021 08:52:14 ***
161582347974673576881960194274 47.jpg added by MERL KEEFER on 03/15/2021 08:52:13

*** Web - Advice created on 03/15/2021 15:38:14 and created by Aldo Parada ***
1: There's gaps after 30k miles. Send picture of valve train. Thank you

*** 03/17/2021 11:37:43 ***

Web - Note created on 03/17/2021 11:37:43 and created by MERL KEEFER
picture

*** 03/17/2021 11:37:46 ***
161600617014489936353671890678 56.jpg added by MERL KEEFER on 03/17/2021 11:37:44

*** Web - Advice created on 03/18/2021 09:35:18 and created by Aldo Parada ***
1: based on the information you have provided, I recommend that you replace the engine following normal service procedures as outlined in the Shop Manual. Please refer to Pit stop PS539 for Engine Component Re-use Guidelines .

2: For GDI engines, some high pressure fuel system components require replacement if removed, including: high pressure fuel pump bolts, fuel pipe, delivery pipe mounting bolts, injector retaining clip, injector O-ring, injector combustion seal ring, injector backup ring & injector washer seal. Refer to ENG083.

3: Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.

*** 03/18/2021 09:35:40 ***
PWA Case created for RA Case 14014686 by Aldo Parada

*** 03/18/2021 09:35:41 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,173

Prod Date: 04/25/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: PA062 Fred Beans Kia of Langhorne

Phone: 2159458001 **FAX:** 2159457378

Contact: James Haigh **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: MIL - PCM # P0018 Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 03/08/2021 10:56:54 ***
Contact = James Haigh, Priority = Standard, Sub Status = Dispatched

*** 03/08/2021 10:56:55 ***
Web - Problem Description created on 03/08/2021 10:55:17 and created by James Haigh
DTC P0018 CRANK/CAM CORRELATION B2 SENSOR A (INTAKE)

*** 03/08/2021 10:56:55 ***
Web - Diagnostics created on 03/08/2021 10:55:18 and created by James Haigh
SENT 2 VIDEOS ONE FOR THE BURNING OF OIL ON THE PLUGS AND A SECOND FOR THE SMOKE OUT THE TAIL PIPE.
THE SMOKE IS A COMBINATION FOR OIL BURNING AND COOLANT.
THERE IS A STRONG ODOR OF COOLANT BURNING FROM THE TAIL PIPE AS WELL AS OIL. THE ENGINE WAS 2 QTS.
LOW ON OIL. VALVE TRAIN IS VERY NOISE AT START UP BUT QUITS DOWN AFTER A FEW SECONDS.

*** Service Alert Escalated to CA as: 14031729 on 03/09/2021 01:06:00 (PST)

*** 03/09/2021 14:21:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/09/2021 14:25:44 and created by Frank Lusic ***
1: Hello James
1, is the coolant low?
2, remove the oil filler cap, attach a picture of inside the valve cover

*** 03/10/2021 13:24:44 ***
Web - Note created on 03/10/2021 13:24:44 and created by James Haigh
the coolant is a little low and the recovery bottle is empty, unknown if cust added coolant to system, will one valve cover work or do I need to strip down the top of engine.

*** Web - Advice created on 03/10/2021 14:08:23 and created by Frank Lusic ***
1: just remove the oil filler cap and take a picture down inside the oil fill hole

*** 03/11/2021 05:04:21 ***
Web - Note created on 03/11/2021 05:04:20 and created by James Haigh
sent video of inside oil fill in valve cover

*** 03/11/2021 05:04:29 ***
20210311_075922.mp4 added by James Haigh on 03/11/2021 05:04:21

*** Web - Advice created on 03/11/2021 05:58:41 and created by Frank Lusic ***
1: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 03/23/2021 06:24:38 ***
Web - Note created on 03/23/2021 06:24:37 and created by James Haigh
have yet to be able to work on engine, keep case open thanks

*** Web - Advice created on 03/23/2021 06:35:36 and created by Frank Lusic ***
1: Thanks for the update

*** 03/24/2021 11:40:15 ***
Web - Note created on 03/24/2021 11:40:15 and created by James Haigh
found right bank ft head bolt to have striped out the threads. sent pic.

*** 03/24/2021 11:40:17 ***
20210324_143656.jpg added by James Haigh on 03/24/2021 11:40:16

*** Web - Advice created on 03/24/2021 12:06:47 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/24/2021 12:07:12 ***
PWA Case created for RA Case 14030141 by Frank Lusic

*** 03/24/2021 12:07:12 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 10,364

Prod Date: 08/12/2019 **Warranty Start Date:** 09/22/2019

Dealer/Contact Data:

Dealer: AZ047 Camelback Kia

Phone: 6022491133 **FAX:** 6022429336

Contact: Roberto Siqueiros **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - No Start # Blown Head Gasket

Symptom: Low Compression **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Engine replacement

Case History

*** 03/26/2021 10:30:48 ***
Contact = Roberto Siqueiros, Priority = Standard, Sub Status = Dispatched

*** 03/26/2021 10:30:48 ***
Web - Problem Description created on 03/26/2021 10:30:48 and created by Roberto Siqueiros
Engine has a no start condition.

*** 03/26/2021 10:30:49 ***
Web - Diagnostics created on 03/26/2021 10:30:48 and created by Roberto Siqueiros
Removed spark plugs from cylinders 2, 4, and 6. Notice that all the spark plugs were covered in coolant. Performed a compression test and found low compression on all cylinders, the highest was 25 psi on cylinder 1. A video of the coolant shooting out of the cylinders and a picture of the spark plugs will be uploaded.

*** 03/26/2021 11:56:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/26/2021 11:58:18 and created by Brian Hernandez ***
1: Hello Roberto,
I think there might have been an error in the system. I don't see the video attached at this time. Please send the video showing the coolant being expelled from the cylinders once more for review.

*** 03/26/2021 12:55:32 ***
Web - Note created on 03/26/2021 12:55:32 and created by Roberto Siqueiros
Files uploaded.

*** 03/26/2021 12:55:34 ***
20210326_100603.jpg added by Roberto Siqueiros on 03/26/2021 12:55:33

*** 03/26/2021 12:55:40 ***
20210326_100258.mp4 added by Roberto Siqueiros on 03/26/2021 12:55:34

*** Web - Advice created on 03/26/2021 16:32:11 and created by Brian Hernandez ***
1: Thank you for the video. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 14071095 on 03/27/2021 01:07:03 (PST)

*** Case has been auto closed by the system on 04/11/2021 01:08:43 (PST)
*** 06/07/2021 16:12:08 ***
Case Number: XXXXXXXX Reopen Requested by Roberto Siqueiros.
Reason: [I was unable to look at vehicle sooner. I have now torn into the engine and did find metal shavings in the OCV's.]

*** 06/07/2021 16:14:47 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/07/2021 16:15:08 and created by Brian Hernandez ***
1: Please attach a picture of the OCV screens for review.
Thank you.

*** 06/07/2021 16:29:45 ***
Web - Note created on 06/07/2021 16:29:45 and created by Roberto Siqueiros
Pictures uploaded.

*** 06/07/2021 16:29:46 ***
20210607_161558.jpg added by Roberto Siqueiros on 06/07/2021 16:29:46

*** 06/07/2021 16:29:48 ***
20210607_161549.jpg added by Roberto Siqueiros on 06/07/2021 16:29:47

*** 06/07/2021 16:29:49 ***
20210607_161535.jpg added by Roberto Siqueiros on 06/07/2021 16:29:48

*** 06/07/2021 16:29:50 ***
20210607_161526.jpg added by Roberto Siqueiros on 06/07/2021 16:29:49

*** Web - Advice created on 06/08/2021 08:30:45 and created by Brian Hernandez ***
1: Thank you Roberto. Next please check the torque on the head bolts and send a picture of the threads if they're stripped.

*** 06/08/2021 14:05:55 ***
Inspection requested by Brian
Request Code: TL-AZ047-14069944-6821
Request Details: Escalating this case to the FTS team due to excessive down time.

*** Web - FTS Advice created on 06/08/2021 14:20:01 and created by Gino Leon ***
Roberto, what is the status of the engine? are the threads in the short block stripped?

*** 06/08/2021 16:26:13 ***
Web - Note created on 06/08/2021 16:26:13 and created by Roberto Siqueiros
The head bolts were being taken off and one of the bolt snapped while trying to take it off.

*** 06/08/2021 16:26:15 ***
20210608_162430.jpg added by Roberto Siqueiros on 06/08/2021 16:26:14

*** Web - FTS Note created on 06/08/2021 16:31:08 and created by Gino Leon ***

Roberto, If the heads are not warped, reuse them. If they are warped replace them along with the shortblock. You are DSA-A dealership and you don't need a PWA. Thanks.

*** Web - Advice created on 06/09/2021 08:44:33 and created by Brian Hernandez ***
1: Thank you Robert and Gino. Robert please close out the case if assistance is no longer needed.

*** Case has been auto closed by the system on 06/25/2021 01:14:50 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,898

Prod Date: 03/12/2013 **Warranty Start Date:** 04/27/2013

Dealer/Contact Data:

Dealer: OR012 Weston Kia

Phone: 5036762100 **FAX:** 5034914604

Contact: Michael Doherty **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/29/2021 08:25:42 ***
Contact = Michael Doherty, Priority = Standard, Sub Status = Dispatched

*** 03/29/2021 08:25:42 ***
Web - Problem Description created on 03/29/2021 08:10:44 and created by Michael Doherty
Customer states vehicle has coolant leak and overheating. Found coolant leaking from head gasket.

*** 03/29/2021 08:25:43 ***
Web - Diagnostics created on 03/29/2021 08:10:45 and created by Michael Doherty
Found coolant leaking from head gasket. Removed head and found threads for head blots gone causing head gasket to leak externally. Attached video of threads gone. VDN # B28VAOR012210329002I. ROM ID # XMCN33GM2A6CL1G

*** 03/29/2021 08:46:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/29/2021 08:47:41 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/29/2021 08:48:28 ***
PWA has been authorized by Eddie Milton

*** 03/29/2021 08:48:28 ***
Case closed by Eddie Milton with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,145

Prod Date: 09/17/2013 **Warranty Start Date:** 11/20/2013

Dealer/Contact Data:

Dealer: MD004 Nationwide Kia

Phone: 4105619000 **FAX:** 4105611967

Contact: Jeffrey Markum **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/29/2021 10:13:49 ***
Contact = Jeffrey Markum, Priority = Standard, Sub Status = Dispatched

*** 03/29/2021 10:13:49 ***
Web - Problem Description created on 03/29/2021 10:00:59 and created by Jeffrey Markum
-c/s vehicle overheats

*** 03/29/2021 10:13:49 ***
Web - Diagnostics created on 03/29/2021 10:01:00 and created by Jeffrey Markum
-scan for codes, no codes
-verify fan operation
-pressure test coolant system, video attached
-rec short block due to head bolt threads pulling out of block

*** 03/29/2021 11:10:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/29/2021 11:28:37 and created by Brian Hernandez ***
1: Hi Jeffrey,
Thank you for the video showing the coolant leak. Please also send a picture showing the stripped head bolt threads for review.

*** 03/30/2021 05:30:59 ***
Web - Note created on 03/30/2021 05:30:59 and created by Alan Mcmillen
Brian,
Jeff is recommending the short block due to the fact that commonly these threads pull out of block (not that they already have) your not asking him to tear this engine down to take photos, right?

*** Web - Advice created on 03/30/2021 08:43:03 and created by Brian Hernandez ***
1: That is correct, Alan. I'd like to provide PWA authorization for an engine and I believe the head bolt threads could be

stripped from the engine overheating. In order to provide authorization for an engine we would need to see pictures of head bolt threads.

*** 04/02/2021 05:42:02 ***
Web - Note created on 04/02/2021 05:42:02 and created by Jeffrey Markum
-pic of head bolt uploaded

*** 04/02/2021 05:42:04 ***
9F0257EF-C2B4-41B3-9C83-A495924F9367.jpeg added by Jeffrey Markum on 04/02/2021 05:42:03

*** Web - Advice created on 04/02/2021 09:04:38 and created by Brian Hernandez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 04/02/2021 09:05:00 ***
PWA has been authorized by Brian Hernandez

*** 04/02/2021 09:05:01 ***
Case closed by Brian Hernandez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 20,019

Prod Date: 07/15/2019 **Warranty Start Date:** 07/29/2019

Dealer/Contact Data:

Dealer: NY135 Northeast Kia

Phone: 9142226222 **FAX:** 9145123000

Contact: Andre Tate **Contact Title:** Shop Foreman **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: PWA Authorized

Case History

*** 03/31/2021 15:13:34 ***
Contact = Andre Tate, Priority = Standard, Sub Status = Dispatched

*** 03/31/2021 15:13:34 ***
Web - Problem Description created on 03/31/2021 14:57:42 and created by Andre Tate
Vehicle came in with customer concerning overheating issue, vehicle has been here three times about this issue, now the master had to figure out the issue,

*** 03/31/2021 15:13:34 ***
Web - Diagnostics created on 03/31/2021 14:57:42 and created by Andre Tate
Checked coolant level, found system low in coolant, checked for leaks, no leaks found, but I did notice that the overflow bottle was full and coolant had been coming out of it, I performed a compression test and a leak down test and I will insert my finding, I removed the valve cover and front case and the cams to check the head bolt for block threads and some bolts was very loose on the right head and upon removing the bolt one bolt became very tight loosing the bolt and the bolt snapped in the block I'm uploading the test results and the video of the coolant being pushed out doing the leak down test on cylinder #5, please advise thanks.

*** 03/31/2021 15:13:44 ***
IMG_1944.MOV added by Andre Tate on 03/31/2021 15:13:35

*** 04/01/2021 05:30:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/01/2021 05:46:02 and created by Brian Lall ***
1: Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you.

*** 04/01/2021 05:46:26 ***
PWA Case created for RA Case 14078695 by Brian Lall

*** 04/01/2021 05:46:26 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,869

Prod Date: 09/12/2014 **Warranty Start Date:** 10/23/2014

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: thomas lasher **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Smokes #

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: DSA., Recommended engine

Case History

*** 04/01/2021 11:52:43 ***
Contact = thomas lasher, Priority = Standard, Sub Status = Dispatched

*** 04/01/2021 11:52:43 ***
Web - Problem Description created on 04/01/2021 11:52:03 and created by thomas lasher
VEHICLE TOWED IN WITH CHECK ENGINHE LIGHT AND HEAVY SMOKE FROM TAILPIPE.

*** 04/01/2021 11:52:43 ***
Web - Diagnostics created on 04/01/2021 11:52:03 and created by thomas lasher
MISFIRE CODES AND MADE AN VIDEO OF BANK ONE HEAD BOLTS PULLING THREADS FROM BLOCK OUT

*** 04/01/2021 13:51:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/01/2021 13:54:55 and created by Jerry Gossling ***
1: Thomas,
Based off of your provided information & video, I recommend to replace the engine per PITSTOP 539.
NOTE,
Your dealer shows to be DSA " Dealer Self Authorizing " If this is accurate the only person who needs to authorize this repair is your service manager.
Thank you

2: Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Special Service Information & Engine Specifications for GDI High Pressure Fuel System (ENG083)

*** Case has been auto closed by the system on 04/17/2021 01:16:19 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,160

Prod Date: 06/17/2013 **Warranty Start Date:** 07/04/2013

Dealer/Contact Data:

Dealer: FL106 Greenway Kia East

Phone: 4076781717 **FAX:** 4076786011

Contact: Emmit Ruffin **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 04/02/2021 13:22:56 ***
Contact = Emmit Ruffin, Priority = Standard, Sub Status = Dispatched

*** 04/02/2021 13:22:56 ***
Web - Problem Description created on 04/02/2021 13:22:56 and created by Emmit Ruffin
ENGINE OVERHEATING

*** 04/02/2021 13:22:57 ***
Web - Diagnostics created on 04/02/2021 13:22:57 and created by Emmit Ruffin
WHEN COOLANT SYSTEM WAS PRESSURE TESTED FOUND COOLANT LEAKING FROM BANK 2 EXHAUST SIDE HEAD GASKET.

*** 04/02/2021 16:00:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/02/2021 16:01:35 and created by Eric Patterson ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/03/2021 12:20:27 ***
Web - Note created on 04/03/2021 12:20:27 and created by Emmit Ruffin
Added photos

*** 04/03/2021 12:20:28 ***
20210403_151409.jpg added by Emmit Ruffin on 04/03/2021 12:20:27

*** 04/03/2021 12:20:29 ***
20210403_150906-1.jpg added by Emmit Ruffin on 04/03/2021 12:20:28

*** Web - Advice created on 04/03/2021 12:23:16 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/03/2021 12:23:31 ***
PWA Case 14085015 created by Eric Patterson

*** 04/03/2021 12:23:40 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,887

Prod Date: 04/01/2014 **Warranty Start Date:** 04/30/2014

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: GRANT GRIFFITH **Contact Title:** Service Manager **Service District:** WE05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 03/25/2021 10:20:04 ***
Contact = GRANT GRIFFITH, Priority = Standard, Sub Status = Dispatched

*** 03/25/2021 10:20:04 ***
Web - Problem Description created on 03/25/2021 10:20:04 and created by GRANT GRIFFITH
FOUND OIL IN THE COOLANT

*** 03/25/2021 10:20:04 ***
Web - Diagnostics created on 03/25/2021 10:20:04 and created by GRANT GRIFFITH
VERIFIED FOUND OIL AT LOW MARK FOUND THAT THE RADIATOR AND OVER FLOW RESISVOIR IS FULL OF OIL. FOUND NO EXTERNAL LEAKS. FOUND NO LEAKS INTO CYLINDRES. NO MISFIRE AND NO CODES.

*** 03/25/2021 10:35:50 ***
image.jpg added by GRANT GRIFFITH on 03/25/2021 10:35:49

*** 03/25/2021 10:35:51 ***
CA381130-6149-4577-BC8A-8C8168151580.jpeg added by GRANT GRIFFITH on 03/25/2021 10:35:50

*** 03/25/2021 13:21:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 03/25/2021 13:33:05 and created by Juan Vazquez ***
1: Thank you for that information. Please remove the oil filler cap and transmission fill plug and inspect for any signs of moisture or corrosion. Need to know if this oil is coming from the engine or from the transmission.

Also disconnect the ATF warmer coolant hoses and bypass the warmer, run vehicle and place transmission in reverse and inspect ATF warmer coolant lines for any fluid leaking. Let me know what you find.

*** 03/25/2021 15:27:51 ***
Web - Note created on 03/25/2021 15:27:51 and created by GRANT GRIFFITH

FOUND NO SIGNS OF MOISTURE IN NETHER THE TRANSMISSION OR ENGINE. OIL IN THE LOOKS AND SMELLS LIKE ENGINE OIL. BYPASSED THE ATF COOLANT LINES AND FOUND NO LEAKS. FOUND NO DRIVABILTY ISSUES WITH THE TRASNMISSION.

*** Web - Advice created on 03/25/2021 20:43:24 and created by Juan Vazquez ***
1: Grant, from the bottom of the vehicle, please inspect the head gaskets, check the whole perimeter and see if there is any evidence of oil or coolant leaks. Attach close up photos if any leak is found.

If no leaks, are found, please pressurize cooling system and let it sit overnight see if it drops.

If pressure drops inspect for leaks. You may have to remove the spark plugs to check the top of the pistons as well.

*** 04/05/2021 15:11:19 ***
Web - Note created on 04/05/2021 15:11:19 and created by GRANT GRIFFITH
Found that the left top head bolt on cylinder 6 is loose and will not tighten down.

*** 04/05/2021 15:11:30 ***
IMG_2592.MOV added by GRANT GRIFFITH on 04/05/2021 15:11:20

*** Web - Advice created on 04/05/2021 19:09:57 and created by Juan Vazquez ***
1: Grant, we are not able to see MOV files. Please attach video in mp4 format.

Please remove stripped bolt and attach a photo showing bolt and block aluminum treads, thank you.

*** Service Alert Escalated to CA as: 14087624 on 04/06/2021 01:05:30 (PST)

*** 04/06/2021 08:16:19 ***
63941490353 _ 97A04CA6-0DF5-41B6-A9AA-4FF0489F958D.MOV added by GRANT GRIFFITH on 04/06/2021 08:16:17

*** 04/06/2021 08:19:12 ***
F1575C96-CD65-4BA3-8C1C-132662F09CD4.jpeg added by GRANT GRIFFITH on 04/06/2021 08:19:11

*** Web - Advice created on 04/06/2021 11:12:38 and created by Juan Vazquez ***
1: "Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you."

*** 04/06/2021 11:13:07 ***
PWA Case created for RA Case 14067677 by Juan Vazquez

*** 04/06/2021 11:13:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,240

Prod Date: 10/28/2013 **Warranty Start Date:** 03/15/2014

Dealer/Contact Data:

Dealer: AR022 Landers Kia

Phone: 5014925800 **FAX:** 5014927331

Contact: kenneth hughes **Contact Title:** Exclusive Kia Technician **Service District:** SW03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/13/2021 10:56:45 ***
Contact = kenneth hughes, Priority = Standard, Sub Status = Dispatched

*** 04/13/2021 10:56:45 ***
Web - Problem Description created on 04/13/2021 10:43:29 and created by kenneth hughes
ENGINE OVER HEATING, COOLANT LEAK REAR CLY HEAD, AT HEAD GASKET

*** 04/13/2021 10:56:45 ***
Web - Diagnostics created on 04/13/2021 10:43:29 and created by kenneth hughes
T-STAT WAS REPLACED AT OTHER SHOP, MAY HAVE BEEN TO LATE, I FOUND COOLANT ON THE FLOOR, MADE MOVIE, MOVIE IS BACKWARDS COOLANT ON FLOOR, LEAK AT CLY HEAD THAN SPEEDO THAN VIN PLATE, CAR UP IN THE AIR, BELIEVE CAR NEEDS ENGINE, ALSO IS MISFIRING, NO CODES, BUT YOU CAN FEEL IT, VDN 210413026I

*** 04/13/2021 10:57:09 ***
20210413_122430[1].mp4 added by kenneth hughes on 04/13/2021 10:56:46

*** 04/13/2021 14:56:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/13/2021 14:58:35 and created by Frank Lusic ***
1: Hello Kenneth
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 04/15/2021 09:02:37 ***
Web - Note created on 04/15/2021 09:02:37 and created by kenneth hughes
GOT THE HEAD OFF, 3 BOLTS THREADS CAME OUT WITH THE BOLTS, LOTS OF COOLANT MIXED WITH OIL MADE

MOVE, USED RO FOR VIN AND MILES, NEED ENGINE ASSY THANK YOU FRANK

*** 04/15/2021 09:02:55 ***
20210415_105229[1].mp4 added by kenneth hughes on 04/15/2021 09:02:38

*** Web - Advice created on 04/15/2021 09:27:22 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/15/2021 09:27:29 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/15/2021 09:27:30 ***
PWA has been authorized by Frank Lusic

*** 04/15/2021 09:27:30 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,354

Prod Date: 09/07/2013 **Warranty Start Date:** 12/14/2013

Dealer/Contact Data:

Dealer: UT011 Young Kia

Phone: 8014442277 **FAX:** 8014441166

Contact: Patrick Gabello **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: cylinder head gasket external

Case History

*** 04/13/2021 16:58:20 ***
Contact = Patrick Gabello, Priority = Standard, Sub Status = Dispatched

*** 04/13/2021 16:58:20 ***
Web - Problem Description created on 04/13/2021 16:21:23 and created by Patrick Gabello
Engine is over heating,

*** 04/13/2021 16:58:20 ***
Web - Diagnostics created on 04/13/2021 16:21:24 and created by Patrick Gabello
scanned dtc's

Checked coolant level, it is very low. No coolant in radiator.

Performed cooling system pressure check. System held pressure.

Checked for external leaks, found leaks from the back of the left bank cylinder head gasket.

Removed left bank valve cover and checked the back cylinder head bolt for torque, found zero torque.

Cylinder head bolt threads pulled out of the engine.

*** 04/14/2021 07:47:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/14/2021 08:02:16 and created by John Rehm ***
1: Patrick, was the only leak found to be from the head gasket? Is it leaking a lot under pressure?
At the end of the video attached it looks like the bolt started to get tight. Does the bolt get to 30 ft lbs? DO not torque it beyond this if the 30 ft lbs can be achieved, please note here.
Is the engine oil contaminated with coolant?
Coolant has oil?

*** Web - Advice created on 04/14/2021 09:51:02 and created by John Rehm ***
1: Patrick,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/16/2021 07:17:29 ***
Web - Note created on 04/16/2021 07:17:29 and created by Patrick Gabello
The head bolt does not get to 30ft lbs torque just keeps turning, i attached a video of a torque wrench on the head bolt.
The coolant was completely empty, and found no coolant in the oil.

*** Web - Advice created on 04/16/2021 08:12:38 and created by John Rehm ***
1: Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/16/2021 11:17:55 ***
20210416_120940.mp4 added by Patrick Gabello on 04/16/2021 11:16:36

*** 04/16/2021 11:18:44 ***
Web - Note created on 04/16/2021 11:18:44 and created by Patrick Gabello
Attached new video

*** Web - Advice created on 04/16/2021 11:49:24 and created by John Rehm ***
1: Thank you Patrick. I will get a PWA approved for this concern.
If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

<For Internal Use Only
cylinder head gasket external leakage/head bolt turns freely/block threads stripped/oil ok/VDn/DTCn/no debris on OCV>

*** Web - Advice created on 04/16/2021 11:50:09 and created by John Rehm ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

<For Internal Use Only
cylinder head gasket external leakage/head bolt turns freely/block threads stripped/oil ok/VDn/DTCn/no debris on OCV>

*** 04/16/2021 11:50:13 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/16/2021 11:50:14 ***
PWA has been authorized by John Rehm

*** 04/16/2021 11:50:14 ***
Case closed by John Rehm with Resolution Code : Faulty Component
[Resolution Summary]
cylinder head gasket external leakage/head bolt turns freely/block threads stripped/oil ok/VDn/DTCn/no debris on OCV

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,638

Prod Date: 02/18/2013 **Warranty Start Date:** 03/13/2013

Dealer/Contact Data:

Dealer: CA098 Paso Robles Kia

Phone: 8052398700 **FAX:** 8052271185

Contact: robert boyer **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 03/16/2021 08:25:31 ***
Contact = robert boyer, Priority = Standard, Sub Status = Dispatched

*** 03/16/2021 08:25:31 ***
Web - Problem Description created on 03/16/2021 08:25:31 and created by robert boyer
coolant leak. towed in

*** 03/16/2021 08:25:32 ***
Web - Diagnostics created on 03/16/2021 08:25:32 and created by robert boyer
pulled vehicle in and pressurized cooling system for an hour. no leak showing. sealed cooling system and let the vehicle run for an hour at idle. still no leak detected. drove vehicle home and now i see a leak. got back to the show this morning and the coolant is coming from the coolant bottle and the front head gasket area.

*** 03/16/2021 08:26:59 ***
Web - Note created on 03/16/2021 08:26:59 and created by robert boyer
i also performed a combustion leak test and it turned the fluid from blue to yellow.

*** 03/16/2021 11:14:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/16/2021 11:19:05 and created by Andrew Velasco ***
1: Hello, Robert. Thank you for all of the information. Please perform a leak down test on the engine per Technician basics TB009 & while performing the test listen and note any air pressure escaping from the Intake(throttle body), Exhaust system, Radiator w/cap removed or Crankcase/oil cap and list the leak down % results of each cylinder and where air is escaping.

2: Please also attach a video displaying the VIN plate and the bubbles coming from the radiator while performing the leak down test.

3: Please also remove the valve cover from the affected bank and use a ratchet to check if any of the head bolts are stripped.

If you find that they are stripped, please attach a continuous video displaying the VIN plate and stripped bolts by using a ratchet to continuously tighten them.

Please also remove the head bolt(s) and show the stripped threads in a picture.

*** Service Alert Escalated to CA as: 14050659 on 03/17/2021 01:07:25 (PST)

*** 03/31/2021 08:22:27 ***
Web - Note created on 03/31/2021 08:22:27 and created by robert boyer
still havent had the chance to perform the diag. on this vehicle. ok

*** Web - Advice created on 03/31/2021 13:08:00 and created by Andrew Velasco ***
1: Thank you for the update, Robert. Keep me posted.

*** 04/12/2021 10:42:38 ***
20210412_103958.mp4 added by robert boyer on 04/12/2021 10:42:19

*** 04/12/2021 10:43:21 ***
Web - Note created on 04/12/2021 10:43:20 and created by robert boyer
Found the head bolts loose.

*** Web - Advice created on 04/12/2021 13:03:48 and created by Andrew Velasco ***
1: Hello, Robert. Did you get the video of the radiator bubbling as well?

Please also remove the head bolt(s) and show the stripped threads in a picture.

*** 04/13/2021 12:45:59 ***
Web - Note created on 04/13/2021 12:45:59 and created by robert boyer
nope it doesnt show bubbling

*** Web - Advice created on 04/13/2021 16:31:28 and created by Andrew Velasco ***
1: Okay, please show the stripped threads on the bolts.

*** 04/13/2021 16:44:03 ***
20210413_164156.jpg added by robert boyer on 04/13/2021 16:44:02

*** Web - Advice created on 04/13/2021 16:58:31 and created by Andrew Velasco ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/13/2021 16:58:42 ***
PWA Case created for RA Case 14048294 by Andrew Velasco

*** 04/13/2021 16:58:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 76,966

Prod Date: 10/07/2014 **Warranty Start Date:** 03/28/2015

Dealer/Contact Data:

Dealer: MN001 Barnett Kia

Phone: 6514293391 **FAX:** 6514265133

Contact: Michael Gitelzon **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: HVAC-Heater stops blowing warm Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 04/16/2021 06:58:21 ***
Contact = Michael Gitelzon, Priority = Standard, Sub Status = Dispatched

*** 04/16/2021 06:58:21 ***
Web - Problem Description created on 04/16/2021 06:23:14 and created by Michael Gitelzon
SUV second time in with complaint no heat.

*** 04/16/2021 06:58:21 ***
Web - Diagnostics created on 04/16/2021 06:27:05 and created by Michael Gitelzon
Last time in was added 4 gv coolant, replaced bad radiator cap and bleed system,this time was added 3 gv coolant, bleed system,combustion block leak test-negative, coolant pressure test, found seepage at head gasket area at rear head close to timing cover.

*** 04/16/2021 10:13:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/16/2021 10:15:30 and created by Jerry Gossling ***
1: Michael,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 04/20/2021 07:49:57 ***
Web - Note created on 04/20/2021 07:49:56 and created by Michael Gitelzon
Just as you recommended checked torque on head bolts at rear head, they spin easy at 60 ft lbs and was removed for picture's

E

*** 04/20/2021 07:49:58 ***
1618929930842171938733 7.jpg added by Michael Gitelzon on 04/20/2021 07:49:57

*** 04/20/2021 07:49:59 ***
16189299884849586598 89.jpg added by Michael Gitelzon on 04/20/2021 07:49:58

*** 04/20/2021 07:50:00 ***
16189300180971733983637.jpg added by Michael Gitelzon on 04/20/2021 07:49:59

*** 04/20/2021 07:50:01 ***
16189301350571855413628.jpg added by Michael Gitelzon on 04/20/2021 07:50:00

*** Web - Advice created on 04/20/2021 12:09:15 and created by Jerry Gossling ***
1: Michael,
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Special Service Information & Engine Specifications for GDI High Pressure Fuel System (ENG083).
Thank you

*** 04/20/2021 12:09:29 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/20/2021 12:09:30 ***
PWA has been authorized by Jerry Gossling

*** 04/20/2021 12:09:30 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 5,500

Prod Date: 07/23/2019 **Warranty Start Date:** 08/01/2019

Dealer/Contact Data:

Dealer: AR022 Landers Kia

Phone: 5014925800 **FAX:** 5014927331

Contact: Pat Atkinson **Contact Title:** Exclusive Kia Technician **Service District:** SW03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 12/21/2020 11:47:43 ***
Contact = Pat Atkinson, Priority = Standard, Sub Status = Dispatched

*** 12/21/2020 11:47:43 ***
Web - Problem Description created on 12/21/2020 11:46:58 and created by Pat Atkinson
CAME IN SAYS RUNS HOT

*** 12/21/2020 11:47:43 ***
Web - Diagnostics created on 12/21/2020 11:46:58 and created by Pat Atkinson
BATTERY DEAD LOOKED AT COOLANT 1 GALLON PLUS LOW FILL PRESSURE CHECKED FILLED CYLINDERS ON REAR RIGHT BANK HEAD AND COOLANT WITH OIL SHOWS OVER FILLED ON DIP STICK

*** 12/21/2020 14:09:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 12/21/2020 14:11:42 and created by Juan Vazquez ***
1: Thank you for the information. We will need to tear down the engine.

Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. If unable to torque the head bolts because they are striped, then attach photos of the stripped bolts with block aluminum treads, then I will approve a PWA case for the short block replacement, thank you.

*** Service Alert Escalated to CA as: 13925595 on 12/22/2020 01:05:59 (PST)

*** Case has been auto closed by the system on 01/06/2021 01:08:35 (PST)

*** 04/15/2021 14:27:06 ***
Case Number: XXXXXXXX Reopen Requested by Pat Atkinson.
Reason: [Found head bolts are stripped with treads pulled out of the Engine block]

*** 04/15/2021 16:04:51 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/15/2021 16:05:22 and created by Juan Vazquez ***
1: Pat, has this vehicle been at your shop since December last year?

*** 04/16/2021 07:01:40 ***
Web - Note created on 04/16/2021 07:01:39 and created by Pat Atkinson
Yes it has.

*** 04/16/2021 07:32:05 ***
20210416_093106.mp4 added by Pat Atkinson on 04/16/2021 07:32:03

*** Web - Advice created on 04/16/2021 09:21:18 and created by Juan Vazquez ***
1: "Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you."

*** 04/16/2021 09:21:38 ***
PWA Case created for RA Case 13924819 by Juan Vazquez

*** 04/16/2021 09:21:38 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,433

Prod Date: 04/25/2014 **Warranty Start Date:** 10/11/2014

Dealer/Contact Data:

Dealer: IL083 Kia of Lincolnwood

Phone: 8475817500 **FAX:** 8477454257

Contact: Roberto Villarreal **Contact Title:** Maintenance Technician **Service District:** CE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 03/31/2021 04:45:25 ***
Contact = Roberto Villarreal, Priority = Standard, Sub Status = Dispatched

*** 03/31/2021 04:45:26 ***
Web - Problem Description created on 03/31/2021 04:45:25 and created by Roberto Villarreal
CUSTOMER STATES VEHICLE IS SMOKING.

*** 03/31/2021 04:45:26 ***
Web - Diagnostics created on 03/31/2021 04:45:26 and created by Roberto Villarreal
REAR CYLINDER HEAD GASKET LEAKING
WHITE SMOKING COMING FROM THE EXHAUST PIPE
LACK OF POWER
VDN 828VAIL083210330035I
P0300 RANDOM/ MULTIPLE CYLINDER MISFIRE DETECTED

*** 03/31/2021 07:12:07 ***
IMG_3236.mov added by Roberto Villarreal on 03/31/2021 07:12:06

*** 03/31/2021 07:34:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 04/01/2021 05:32:18 and created by Juan Vazquez ***
1: Thank you Roberto for the video and information provided. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped, then attach photos of the stripped bolts with block aluminum treads, then I will approve a PWA case for the short block replacement, thank you. "

*** Service Alert Escalated to CA as: 14080096 on 04/01/2021 07:34:20 (PST)

*** 04/08/2021 11:16:18 ***
Web - Note created on 04/08/2021 11:16:18 and created by fernando lagunas
NEW VIDEO REQUESTED UPLOADED

*** 04/08/2021 11:16:25 ***
IMG_1035.MOV added by fernando lagunas on 04/08/2021 11:16:18

*** 04/08/2021 11:22:49 ***
Web - Note created on 04/08/2021 11:22:48 and created by fernando lagunas
wrong video uploaded. wrong car.

*** 04/08/2021 11:24:27 ***
IMG_0070.mov added by fernando lagunas on 04/08/2021 11:24:25

*** 04/08/2021 12:28:42 ***
20210408_121315_001.mp4 added by christopher mende on 04/08/2021 12:28:36

*** Web - Advice created on 04/08/2021 22:26:56 and created by Juan Vazquez ***
1: Christopher get a couple of those bolts out and attach photos showing block aluminum treads, thank you.

*** 04/16/2021 09:20:08 ***
IMG_0205.MOV added by Roberto Villarreal on 04/16/2021 09:19:07

*** 04/16/2021 13:00:50 ***
Web - Note created on 04/16/2021 13:00:50 and created by fernando lagunas
UPLOAD NEW VIDEO WITH HEAD BOLTS SHOWING BOLTS WITH THREADS OF HEAD WITH IT. PLEASE ADVISE

*** 04/17/2021 06:33:25 ***
Web - Note created on 04/17/2021 06:33:25 and created by fernando lagunas
Video uploaded yesterday. Label as 89.

*** Web - Advice created on 04/17/2021 14:48:02 and created by Juan Vazquez ***
1: "Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you."

*** 04/17/2021 14:48:19 ***
PWA Case created for RA Case 14077026 by Juan Vazquez

*** 04/17/2021 14:48:19 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,020

Prod Date: 09/05/2013 **Warranty Start Date:** 02/18/2014

Dealer/Contact Data:

Dealer: PA005 Brown-Daub Kia

Phone: 6102531601 **FAX:** 6105597570

Contact: SCOTT SPOHN **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA appproval

Case History

*** 04/20/2021 05:17:13 ***
Contact = SCOTT SPOHN, Priority = Standard, Sub Status = Dispatched

*** 04/20/2021 05:17:13 ***
Web - Problem Description created on 04/20/2021 05:05:52 and created by SCOTT SPOHN
customer states check engine light came on while driving

*** 04/20/2021 05:17:13 ***
Web - Diagnostics created on 04/20/2021 05:05:52 and created by SCOTT SPOHN
found mis fire codes for cylinders 1 and 3 and also random misfire.
also heavy burnt coolant smoke out of tailpipe.
external coolant leak on rear cylinder head.
removed upper intake and rear valve cover. loosened exhaust cam to access head bolts-the 2 that i tried were very near hand tight

*** 04/20/2021 08:43:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Everyday Cases

*** Web - Advice created on 04/20/2021 08:45:15 and created by Chris Schang ***
1: Scott,
Do the 2 head bolts you accessed show any signs of block material on the threads?

*** 04/20/2021 10:18:50 ***
Web - Note created on 04/20/2021 10:18:50 and created by SCOTT SPOHN
yes there is small shards of aluminum on the threads

*** Web - Advice created on 04/20/2021 12:04:33 and created by Chris Schang ***
1: Scott,
Can you submit photos of the debris on the bolts. From there, I can approve a PWA for engine replacement. A long block would be advised first and foremost to avoid any tear down to inspect for warped heads. If one is not available, you would

have to tear the heads down to inspect for warping and determine the extent of the repair.

*** 04/21/2021 04:27:34 ***
Web - Note created on 04/21/2021 04:27:33 and created by SCOTT SPOHN
Pic of headbolt added

*** 04/21/2021 04:27:35 ***
16190043877701596571497.jpg added by SCOTT SPOHN on 04/21/2021 04:27:35

*** Web - Advice created on 04/21/2021 06:31:10 and created by Chris Schang ***
1: Scott,
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

2: Please refer to Pitstops PS539 and PS213

*** 04/21/2021 06:31:15 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/21/2021 06:31:16 ***
PWA has been authorized by Chris Schang

*** 04/21/2021 06:31:17 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA appproval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,139

Prod Date: 09/19/2019 **Warranty Start Date:** 10/06/2019

Dealer/Contact Data:

Dealer: WI022 Russ Darrow Kia of Wauwatosa

Phone: 4147785700 **FAX:** 4144792080

Contact: Miki Djilas **Contact Title:** Maintenance Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Crank No Start **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 04/21/2021 10:00:42 ***
Contact = Miki Djilas, Priority = Standard, Sub Status = Dispatched

*** 04/21/2021 10:00:42 ***
Web - Problem Description created on 04/21/2021 09:59:47 and created by Miki Djilas
CUSTOMER STATES THE VEHICLE SHUT OFF ON THE HIGHWAY AND ALL THE LIGHTS CAME ON. TOWED IN.

TRIED TO START VEHICLE, JUST CRANKS AND WILL NOT START.. ALSO SOUNDS LIKE THERE IS NO COMPRESSION. PUSH VEHICLE IN AND INSPECTED, CHECKED COOLANT LEVEL AND FOUND RADIATOR IS EMPTY AND IS MELTED ON THE NECK OF THE RADIATOR AREA FOR THE CAP. ADDED WATER TO FILL SYSTEM AND CHECK FOR LEAKS. AFTER ALMOST 4 GALLONS OF WATER WAS ADDED DID NOT SEE A LEAK. REMOVED 3 FRONT SPARK PLUGS AND FOUND WATER IN CYLINDERS 4 & 6 THAT WENT PAST THE SPARK PLUG HOLE THREADS INTO THE PLUG TUBES. LOOKING TO REPLACE THE LONG BLOCK DUE TO OVERHEATING. SCANNED AS WELL, NO ENGINE CODES WERE STORED.

*** 04/21/2021 10:00:43 ***
Web - Diagnostics created on 04/21/2021 09:59:47 and created by Miki Djilas
.

*** 04/21/2021 10:03:16 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted from Queue Level 2 Restricted Dealers to WIPBin Default by Cameron Pacheco

*** 04/21/2021 10:07:40 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue TL_Sorento_Sportage_Telluride by Cameron Pacheco
Reason:

*** 04/21/2021 13:17:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/21/2021 13:33:40 and created by Eric Patterson ***

1: Thank you for the information.,

Please make sure there are no holes in the radiator that has caused the leak and the overheating.
2: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
3: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/21/2021 16:52:06 ***
Web - Note created on 04/21/2021 16:52:05 and created by Miki Djilas
Alright thanks for getting back to me. I am off work tomorrow (Thursday) so I am responding from home. Being that the cylinders filled with water so quickly and fully, I do not believe a short block will be enough, which is why I brought up a long block, this thing over heated enough that it melted the plastic on the radiator neck (needs a new one anyways) I can take some pictures Friday when I can get the car back in the shop, maybe even a video of it. After I did fill the cooling system with water I used a blow gun in the neck of the radiator and it was making the water bubble in the combustion chamber. There was even water leaking out of the tail pipe after putting so much in it. I'm really feeling the heads are warped from the overheating. Being I am new at kia, I want to make sure there is authorized time for engine tear down, i will not be accepting of loosing time for diagnosis, especially major engine disassembly. thank you.

*** Service Alert Escalated to CA as: 14118378 on 04/22/2021 01:07:31 (PST)

*** Web - Advice created on 04/22/2021 07:50:44 and created by Eric Patterson ***
1: That will be up to the DPSM./ Please obtain authorization to tear down for further diagnosis. As I cannot approve a long block without knowing what components are faulty. let me know if you got approval. Thank you for the information.

*** 05/03/2021 11:39:58 ***
Web - Note created on 05/03/2021 11:39:58 and created by Miki Djilas
update to keep case open. do not have an open bay currently to tear apart engine.

*** Web - Advice created on 05/03/2021 14:50:50 and created by Eric Patterson ***
1: Thank you

*** 05/17/2021 07:31:48 ***
Web - Note created on 05/17/2021 07:31:48 and created by Miki Djilas
HAVEN'T GOTTEN TO THIS YET. KEEP CASE OPEN PLEASE

*** Web - Advice created on 05/17/2021 08:45:03 and created by Eric Patterson ***
1: Got it Thank you for the update

*** 06/01/2021 13:13:15 ***
Web - Note created on 06/01/2021 13:13:15 and created by Miki Djilas
please keep open

*** Web - Advice created on 06/01/2021 15:36:50 and created by Eric Patterson ***
1: No Problem.

*** 06/14/2021 13:07:11 ***
Web - Note created on 06/14/2021 13:07:11 and created by Miki Djilas
Removed engine and took apart. Found what the pictures show that I attached. Again, requesting long block approval due to the extensive/ extreme over heating.

*** 06/14/2021 13:07:13 ***
16237009596521844340814.jpg added by Miki Djilas on 06/14/2021 13:07:12

*** 06/14/2021 13:07:14 ***
16237010042561616011 5.jpg added by Miki Djilas on 06/14/2021 13:07:13

*** Web - Advice created on 06/14/2021 14:20:58 and created by Eric Patterson ***
1: Thank you Miki
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 06/14/2021 14:21:13 ***
PWA Case 14208326 created by Eric Patterson

*** 06/14/2021 14:21:19 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,838

Prod Date: 10/17/2013 **Warranty Start Date:** 11/23/2013

Dealer/Contact Data:

Dealer: OR016 Warrenton Kia

Phone: 5038613422 **FAX:** 5038611810

Contact: John Horton **Contact Title:** Dual Technician **Service District:** WE09

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 04/21/2021 13:18:50 ***
Contact = John Horton, Priority = Standard, Sub Status = Dispatched

*** 04/21/2021 13:18:51 ***
Web - Problem Description created on 04/21/2021 13:18:51 and created by John Horton
ENGINE LEAKING COOLANT FROM CYLINDER HEAD

*** 04/21/2021 13:18:51 ***
Web - Diagnostics created on 04/21/2021 13:18:51 and created by John Horton
PERFORMED CODE SCAN WITH 2 HISTORY ENGINE CODES AS FOLLOWS-P2096 & P2098
PERFORMED COOLING SYSTEM PRESSURE TEST TO FIND COOLANT LEAKING FROM REAR OF LEFT CYLINDER HEAD (BANK 2)
STARTED TEAR DOWN FOR HEAD GASKETS AND FOUND BOTTOM REAR HEAD BOLT PULLED THREADS
WILL SEND PICTURE OF BOLT

*** 04/21/2021 13:21:17 ***
16190364352517103706l0.jpg added by John Horton on 04/21/2021 13:21:16

*** Service Alert Escalated to CA as: 14118289 on 04/22/2021 01:07:31 (PST)

*** 04/22/2021 05:37:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/22/2021 05:40:39 and created by Steven Okimura ***
1: I have generated and approved a PWA case for you.

*** 04/22/2021 05:40:52 ***
PWA Case created for RA Case 14117402 by Steven Okimura

*** 04/22/2021 05:40:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 76,246

Prod Date: 05/06/2014 **Warranty Start Date:** 06/07/2014

Dealer/Contact Data:

Dealer: SD006 Billion Kia of Rapid City

Phone: 6053422886 **FAX:** 6053623468

Contact: Michael Shaughnessy **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/22/2021 10:58:14 ***
Contact = Michael Shaughnessy, Priority = Standard, Sub Status = Dispatched

*** 04/22/2021 10:58:14 ***
Web - Problem Description created on 04/22/2021 10:35:11 and created by Michael Shaughnessy
customer states that the engine is leaking oil into the cooling system, the coolant reservoir is full of oil, the radiator hoses are spongy.

*** 04/22/2021 10:58:14 ***
Web - Diagnostics created on 04/22/2021 10:35:11 and created by Michael Shaughnessy
found oil mixing into cooling system. oil had filled up the coolant reservoir, and radiator with engine oil. momentarily started the engine, and severe timing chain noise was emitting from the timing cover area. no check engine light was on at the time. upon engine disassembly, found that bank 1, and bank 2 head bolts were loose due to internal block thread failure, and allowed the cylinder heads to lose clamping force. also found during disassembly, damaged timing chain guides,

*** 04/22/2021 12:42:04 ***
Web - Note created on 04/22/2021 12:42:04 and created by Michael Shaughnessy
also inspected both cylinder heads for any warpage, or damage. both seem to be fine.

*** 04/22/2021 13:22:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 04/22/2021 13:25:44 and created by Sam Camarillo ***
1: Thanks for t
What does the top end look like, any build up?

*** 04/22/2021 13:44:55 ***
Web - Note created on 04/22/2021 13:44:55 and created by Michael Shaughnessy
not bad. very little build up. I submitted two more photos of the cylinder heads.

*** 04/22/2021 13:44:57 ***
IMG_2240[1].JPG added by Michael Shaughnessy on 04/22/2021 13:44:56

*** 04/22/2021 13:44:58 ***
IMG_2241[1].JPG added by Michael Shaughnessy on 04/22/2021 13:44:57

*** Web - Advice created on 04/23/2021 05:22:42 and created by Sam Camarillo ***
1: Ok thanks
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/23/2021 05:22:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/23/2021 05:22:50 ***
PWA has been authorized by Sam Camarillo

*** 04/23/2021 05:22:50 ***
Case closed by Sam Camarillo with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,733

Prod Date: 04/17/2014 **Warranty Start Date:** 05/24/2014

Dealer/Contact Data:

Dealer: CA316 Hello Kia of Valencia

Phone: 6612550475 **FAX:** 6612533507

Contact: David Harris **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 04/05/2021 14:02:02 ***
Contact = David Harris, Priority = Standard, Sub Status = Dispatched

*** 04/05/2021 14:02:02 ***
Web - Problem Description created on 04/05/2021 14:02:02 and created by David Harris
CUSTOMER STATES VEHICLE IS OVER HEATING

*** 04/05/2021 14:02:02 ***
Web - Diagnostics created on 04/05/2021 14:02:02 and created by David Harris
TOOK ON TEST DRIVE HAD TO DRIVE THE VEHICLE 45 MILES TO GET IT TO OVER HEAT FOUND COOLANT COMING FORM THE FRONT HEAD

*** 04/05/2021 14:06:58 ***
20210405_140442.mp4 added by David Harris on 04/05/2021 14:06:49

*** Service Alert Escalated to CA as: 14085247 on 04/06/2021 01:03:45 (PST)
*** 04/06/2021 06:12:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/06/2021 06:16:40 and created by Tony Thomas ***
1: Get approval to pull the head for a complete inspection.

*** 04/21/2021 09:14:04 ***
Web - Note created on 04/21/2021 09:14:04 and created by David Harris
after removing the heads some of the head bolts on the right side pulled out the threads on the block and i found a small crack in the block

*** Web - Advice created on 04/21/2021 09:37:20 and created by Tony Thomas ***
1: Attach a photo of the valve train and the stripped head bolts w/threads.

*** 04/23/2021 09:09:32 ***
Web - Note created on 04/23/2021 09:09:32 and created by David Harris
We sent out the heads to get inspected they are good I took a picture of the block it has a very small crack in it

*** 04/23/2021 09:09:33 ***
161919388515959017051.jpg added by David Harris on 04/23/2021 09:09:33

*** 04/23/2021 09:09:35 ***
161919391824093361372 3.jpg added by David Harris on 04/23/2021 09:09:34

*** 04/23/2021 09:09:36 ***
161919398841419531619 78.jpg added by David Harris on 04/23/2021 09:09:35

*** 04/23/2021 09:09:37 ***
161919404598595609053 3.jpg added by David Harris on 04/23/2021 09:09:36

*** Web - Advice created on 04/23/2021 09:19:40 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 04/23/2021 09:19:52 ***
PWA Case created for RA Case 14086929 by Tony Thomas

*** 04/23/2021 09:19:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,088

Prod Date: 01/15/2014 **Warranty Start Date:** 03/22/2014

Dealer/Contact Data:

Dealer: OK024 Big Red Kia

Phone: 4053644400 **FAX:** 4054478248

Contact: Justin Swint **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 05/04/2021 08:37:03 ***
Contact = Justin Swint, Priority = Standard, Sub Status = Dispatched

*** 05/04/2021 08:37:03 ***
Web - Problem Description created on 05/04/2021 08:37:03 and created by Justin Swint
Customer states vehicle is overheating.

*** 05/04/2021 08:37:03 ***
Web - Diagnostics created on 05/04/2021 08:37:03 and created by Justin Swint
The customer came in the first time, stating their vehicle was overheating. I found the cooling fan to be bad, so it was replaced. The customer left, but returned a couple days later saying it is still overheating. It has a blown head gasket, likely from the first time overheating before the fan was fixed. Coolant out the tailpipe, exhaust in the cooling system. I am wondering what the proper steps are to repair. is it something that is covered under warranty, or will it be customer pay?

*** 05/04/2021 11:22:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/04/2021 11:24:01 and created by Eric Patterson ***
1: This would be warranty.

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 05/06/2021 08:41:02 ***
Web - Note created on 05/06/2021 08:41:02 and created by Justin Swint
I did not see any coolant leaks, i tore down the front bank, and attempted to torque the middle bolt, and it just free spins. I will

update again with a picture of the bolt.

*** 05/06/2021 08:46:14 ***
20210506_104458.jpg added by Justin Swint on 05/06/2021 08:46:13

*** 05/06/2021 08:46:15 ***
20210506_104506.jpg added by Justin Swint on 05/06/2021 08:46:14

*** Web - Advice created on 05/06/2021 09:04:35 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 05/06/2021 09:04:49 ***
PWA Case 14143363 created by Eric Patterson

*** 05/06/2021 09:04:54 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,113

Prod Date: 03/11/2013 **Warranty Start Date:** 09/17/2013

Dealer/Contact Data:

Dealer: TX072 Southwest Kia Au

Phone: 5125831900 **FAX:** 5125831897

Contact: Harrison Stivrins **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 04/29/2021 08:45:24 ***
Contact = Harrison Stivrins, Priority = Standard, Sub Status = Dispatched

*** 04/29/2021 08:45:25 ***
Web - Problem Description created on 04/29/2021 08:45:17 and created by Harrison Stivrins
Customer stated that vehicle will over heat randomly.

*** 04/29/2021 08:45:25 ***
Web - Diagnostics created on 04/29/2021 08:45:17 and created by Harrison Stivrins
Found vehicle to be slightly low on coolant. Customer states that they have not added any coolant. Found signs of dried coolant residue on upper hose where goes over radiator. also found signs of dried coolant on heater core hoses. Do not see any visible signs of wet coolant besides between the head and the block.. Pressurized system and found the pressure to drop fairly quickly. Performed combustion test and the fluid turned blue indicating that there is a blown head gasket.

*** 04/29/2021 10:15:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/29/2021 10:17:58 and created by Jerry Gossling ***
1: Harrison,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 05/05/2021 13:32:05 ***
Web - Note created on 05/05/2021 13:32:05 and created by Harrison Stivrins
Found 2 head bolts on left hand side of the block would not retain at 60 ft pounds of torque. Will add photos shortly.

*** 05/05/2021 13:34:00 ***

F2DCC26C-0C2F-4A81-93CD-B1A5FBF61F27.jpeg added by Harrison Stivrins on 05/05/2021 13:33:59

*** Web - Advice created on 05/05/2021 14:50:54 and created by Jerry Gossling ***
1: Harrison,
Based off of your provided information, I am going to generate a PWA case for engine replacement.
Please follow PITSTOP 539.

Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Special Service Information & Engine Specifications for GDI High Pressure Fuel System (ENG083)

*** 05/05/2021 14:51:11 ***
PWA Case created for RA Case 14131205 by Jerry Gossling

*** 05/05/2021 14:51:11 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,188

Prod Date: 05/16/2013 **Warranty Start Date:** 12/09/2013

Dealer/Contact Data:

Dealer: NY128 Kia of West Nyack

Phone: 8453531919 **FAX:** 8453534296

Contact: Jorge Mizhquiri **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 05/10/2021 14:05:14 ***
Contact = Jorge Mizhquiri, Priority = Standard, Sub Status = Dispatched

*** 05/10/2021 14:05:14 ***
Web - Problem Description created on 05/10/2021 14:04:35 and created by Jorge Mizhquiri
CUSTOMER STATES VEHICLE RUNNING ROUGH AND OVERHEATING. SMELLS LIKE COOLANT WHEN RUNNING

*** 05/10/2021 14:05:15 ***
Web - Diagnostics created on 05/10/2021 14:04:35 and created by Jorge Mizhquiri
TECH FOUND VEHICLE OVERHEATING AND IS LEAKING STRAIGHT OUT OF CYLINDER HEADS . HEAD GASKETS LEAKING FROM BOTH HEADS

*** Service Alert Escalated to CA as: 14150363 on 05/11/2021 01:08:09 (PST)

*** 05/11/2021 06:23:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/11/2021 06:25:07 and created by Jerry Gossling ***
1: Jorge,
Please access the cylinder head bolts and see if the bolts will retain 60 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 05/11/2021 11:48:50 ***
Web - Note created on 05/11/2021 11:48:50 and created by Jorge Mizhquiri
torqued bolts and had 2 so far in bank 1 stripped and will attach photo

*** 05/11/2021 11:49:39 ***
20210511_144757.jpg added by Jorge Mizhquiri on 05/11/2021 11:49:38

*** Web - Advice created on 05/11/2021 13:23:16 and created by Jerry Gossling ***
1: Jorge,
Based off of your provided information & picture. I am going to generate a PWA case for engine replacement per PITSTOP 539.

Replacement Practices Reminder (ENG190)
Internal Engine Component Awareness During Catastrophic Failure (PS 213)
Special Service Information & Engine Specifications for GDI High Pressure Fuel System (ENG083)

*** 05/11/2021 13:23:33 ***
PWA Case 14152131 created by Jerry Gossling

*** 05/11/2021 13:23:35 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,224

Prod Date: 07/23/2013 **Warranty Start Date:** 01/31/2014

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Brian Harford **Contact Title:** Parts Manager **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 05/11/2021 07:30:50 ***
Contact = Brian Harford, Priority = Standard, Sub Status = Dispatched

*** 05/11/2021 07:30:50 ***
Web - Problem Description created on 05/11/2021 07:30:50 and created by Brian Harford
Customer states there is a coolant leak

*** 05/11/2021 07:30:50 ***
Web - Diagnostics created on 05/11/2021 07:30:50 and created by Brian Harford
We found both cylinder head gaskets leaking. While performing repairs and removing head bolts found multiple bolts are loose (See video) Found threads from inside the short block still on head bolt threads when removed. Requesting PWA for short block replacement

*** 05/11/2021 07:30:53 ***
Viedeo.mov added by Brian Harford on 05/11/2021 07:30:51

*** 05/11/2021 10:02:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/11/2021 10:05:18 and created by Frank Lusic ***
1: Hello Brian

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/11/2021 10:06:02 ***
PWA Case created for RA Case 14151046 by Frank Lusic

*** 05/11/2021 10:06:02 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,081

Prod Date: 05/07/2014 **Warranty Start Date:** 07/23/2014

Dealer/Contact Data:

Dealer: TX055 World Car Kia North

Phone: 2106509969 **FAX:** 2106504322

Contact: JOHN ESPINOZA **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 05/04/2021 08:12:27 ***
Contact = JOHN ESPINOZA, Priority = Standard, Sub Status = Dispatched

*** 05/04/2021 08:12:27 ***
Web - Problem Description created on 05/04/2021 07:53:31 and created by JOHN ESPINOZA
customer states according to temp gaugeon dash, vehicle was overheating, went all the ay to high

*** 05/04/2021 08:12:27 ***
Web - Diagnostics created on 05/04/2021 07:53:31 and created by JOHN ESPINOZA
- found no coolant in reservoir or in radiator, added one gallon of water
- founds turn on when turning on a/c system
- after added water to system to check for leaks, no leaks found, found air bubbles going into the coolant reservoir

video attached

*** 05/04/2021 08:12:43 ***
VID_20210504_083929.3gp added by JOHN ESPINOZA on 05/04/2021 08:12:28

*** 05/04/2021 10:54:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/04/2021 10:55:25 and created by Eric Patterson ***
1: : We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 05/11/2021 14:28:57 ***
Web - Note created on 05/11/2021 14:28:57 and created by JOHN ESPINOZA

no metal in ocv
video attached of head bolt stripped

*** 05/11/2021 14:28:59 ***
VID_596190.jpg added by JOHN ESPINOZA on 05/11/2021 14:28:58

*** 05/11/2021 14:29:22 ***
VID_596190.3gp added by JOHN ESPINOZA on 05/11/2021 14:28:59

*** Web - Advice created on 05/11/2021 17:12:14 and created by Eric Patterson ***
1: Thank you for the attachments John...
2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 05/11/2021 17:12:25 ***
PWA Case created for RA Case 14138224 by Eric Patterson

*** 05/11/2021 17:12:26 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,890

Prod Date: 03/26/2013 **Warranty Start Date:** 04/30/2013

Dealer/Contact Data:

Dealer: NM020 Santa Fe Kia

Phone: 5059821957 **FAX:** 5059820640

Contact: Monserrat Chavez **Contact Title:** Technician Trainee **Service District:** SW09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 04/22/2021 15:30:36 ***
Contact = Monserrat Chavez, Priority = Standard, Sub Status = Dispatched

*** 04/22/2021 15:30:36 ***
Web - Problem Description created on 04/22/2021 15:15:28 and created by Monserrat Chavez
Customer states oil is mixing with coolant.

*** 04/22/2021 15:30:36 ***
Web - Diagnostics created on 04/22/2021 15:15:28 and created by Monserrat Chavez
Confirmed customer concern, checked transmission fluid level and it's ok engine oil level is low, coolant in radiator and coolant reservoir is full with oil, no evidence of overheating, scanned for codes and there's no DTC's present at this time, performed a combustion leak test and fluid turned yellow, did a compression test and a cylinder leakage test and both test were ok, compression test was at 165 to 170 PSI cylinder leakage test had 5% of leakage in all cylinders.

*** 04/22/2021 22:01:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/22/2021 22:08:11 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

*** 04/23/2021 09:48:23 ***
Web - Note created on 04/23/2021 09:48:23 and created by Monserrat Chavez
There's only oil sipping from the head gasket.

*** 04/23/2021 09:48:24 ***
20210423_093222[1].jpg added by Monserrat Chavez on 04/23/2021 09:48:24

*** 04/23/2021 09:48:25 ***
20210423_093520[1].jpg added by Monserrat Chavez on 04/23/2021 09:48:24

*** 04/23/2021 09:48:25 ***
20210423_093956[1].jpg added by Monserrat Chavez on 04/23/2021 09:48:25

*** Web - Advice created on 04/23/2021 11:08:31 and created by Eric Patterson ***
1: Lets replace the head gaskets, When removing the head bolts make sure none spin top the right at 50lbs before loosening. If there are any damaged threads when removing the bolts, please let me know. TY

Get DPSM authorization if needed.

*** 05/06/2021 07:09:04 ***
Web - Note created on 05/06/2021 07:09:04 and created by Monserrat Chavez
Waiting on parts.

*** Web - Advice created on 05/06/2021 09:06:18 and created by Eric Patterson ***
1: Have you inspected the head bolts yet? This may need a block replaced.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 05/15/2021 09:37:50 ***
Web - Note created on 05/15/2021 09:37:50 and created by Monserrat Chavez
Sorry about that, I just did the tear down and torqued head bolts to 75 ft lbs, on the right side two bolts spin by cylinder 1 and 2.

*** 05/15/2021 09:37:52 ***
20210515_103441[1].jpg added by Monserrat Chavez on 05/15/2021 09:37:51

*** 05/15/2021 09:41:01 ***
Web - Note created on 05/15/2021 09:41:01 and created by Monserrat Chavez
Cylinders 1 and 3*

*** Web - Advice created on 05/17/2021 08:34:40 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 05/17/2021 08:34:53 ***
PWA Case created for RA Case 14120110 by Eric Patterson

*** 05/17/2021 08:34:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 21,972

Prod Date: 09/17/2019 **Warranty Start Date:** 10/11/2019

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Woodson **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 05/22/2021 06:43:35 ***
Contact = Michael Woodson, Priority = Standard, Sub Status = Dispatched

*** 05/22/2021 06:43:35 ***
Web - Problem Description created on 05/22/2021 06:43:35 and created by Siebel eSupport
C/S OVERHEATING

*** 05/22/2021 06:43:35 ***
Web - Diagnostics created on 05/22/2021 06:43:35 and created by Siebel eSupport
TECH VERIFIED CONCERN
TECH OBSERVED COMPRESSION BUBBLES IN OVERFLOW TANK
REMOVED BACK VALVE COVER AND CHECKED HEAD BOLT TORQUE
ATTACHED VIDEO OF HEAD BOLT JUST SPINNING

*** 05/22/2021 08:43:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 05/22/2021 08:46:06 and created by Jay Jurado ***
1: I believe you attached a photo instead of a video.

*** 05/22/2021 12:43:35 ***
Web - Note created on 05/22/2021 12:43:35 and created by Michael Woodson
You're correct. .. I'm an idiot lol

Attached video

*** 05/22/2021 12:43:42 ***
IMG_2489.MOV added by Michael Woodson on 05/22/2021 12:43:36

*** Web - Advice created on 05/22/2021 13:01:54 and created by Jay Jurado ***

1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 05/22/2021 13:02:01 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/22/2021 13:02:02 ***
PWA has been authorized by Jay Jurado

*** 05/22/2021 13:02:03 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,206

Prod Date: 09/13/2013 **Warranty Start Date:** 10/22/2013

Dealer/Contact Data:

Dealer: CA317 Premier Kia of Carlsbad

Phone: 7602082237 **FAX:**

Contact: Rodney Ledet **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: HB?

Case History

*** 05/26/2021 09:36:38 ***
Contact = Rodney Ledet, Priority = Standard, Sub Status = Dispatched

*** 05/26/2021 09:36:38 ***
Web - Problem Description created on 05/26/2021 08:42:29 and created by Rodney Ledet
Coolant leak at rear of bank 1 cylinder head. See attatched photo.
Also customer complaining of oil consumption. 3qts low since last oil change at 70,876 miles. (3 its in 4,330 miles)
vehicle still has powertrain warranty.
The coolant leak is not large but it probably will only get,worse.

*** 05/26/2021 09:36:38 ***
Web - Diagnostics created on 05/26/2021 08:59:38 and created by Rodney Ledet
Performed inspection for external oil leaks and found coolant leaking from head gasket area of bank 1 cylinder head.
Checked cooling fan operation and found cooling fan operate as designed, checked thermostat operation and found thermostat is opening and coolant is flowing through cooling system..
No restrictions seen in air flow through radiator.
Checked for restricted PCV valve. Valve is not restricted.

*** 05/26/2021 09:36:40 ***
1622046468616200598 5056.jpg added by Rodney Ledet on 05/26/2021 09:36:39

*** 05/26/2021 09:36:40 ***
16220467589265202343 43.jpg added by Rodney Ledet on 05/26/2021 09:36:40

*** 05/26/2021 11:50:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 05/26/2021 11:51:49 and created by Eric Patterson ***
1: Thank you for the picture.:

Especially near the leak area, see if the head bolts are loose

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 14179405 on 05/27/2021 01:07:41 (PST)

*** 06/02/2021 15:22:41 ***
Web - Note created on 06/02/2021 15:22:41 and created by Rodney Ledet
customer took vehicle. She could not leave vehicle for a tear down at the present time.
I will close case for now and reopen case when she returns.

*** Web - Advice created on 06/02/2021 16:56:50 and created by Eric Patterson ***
1: Thank you

*** 06/02/2021 16:56:54 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]
HB?

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,494

Prod Date: 11/13/2014 **Warranty Start Date:** 12/19/2014

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Christopher Picha **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Rough idle/Misfire # smoking Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized

Case History

*** 05/27/2021 08:24:38 ***
Contact = Christopher Picha, Priority = Standard, Sub Status = Dispatched

*** 05/27/2021 08:24:38 ***
Web - Problem Description created on 05/27/2021 08:18:02 and created by Christopher Picha
Engine shaking and blowing white smoke

*** 05/27/2021 08:24:38 ***
Web - Diagnostics created on 05/27/2021 08:18:02 and created by Christopher Picha
Misfire cyl 1. Found oil and coolant leaking from bank one head gasket around cyl 1. While running I can see bubble coming from same area. Block test failed. Removed valve cover and checked torque of head bolts. Two head bolts rotate freely and will not even tighten to 20 lb/ft. Head bolt threads are pulled out of block. Needs short block.

*** 05/27/2021 09:37:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/27/2021 09:38:35 and created by Greg Phillips ***
1: Chris, could you get a photo of one the head bolts showing the block threads on the head bolt please?

*** 06/01/2021 12:17:40 ***
16225750039953613436 72.jpg added by Christopher Picha on 06/01/2021 12:17:39

*** Web - Advice created on 06/01/2021 12:54:40 and created by Greg Phillips ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Please refer to service info and TSB ENG083
Please refer to Pitstops PS539 and PS213

*** 06/01/2021 12:54:47 ***

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/01/2021 12:54:47 ***
PWA has been authorized by Greg Phillips

*** 06/01/2021 12:54:48 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,968

Prod Date: 04/09/2013 **Warranty Start Date:** 04/21/2013

Dealer/Contact Data:

Dealer: WV015 A & B Kia

Phone: 3042331480 **FAX:** 3042182273

Contact: Cole Beckett **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/08/2021 11:54:59 ***
Contact = Cole Beckett, Priority = Standard, Sub Status = Dispatched

*** 06/08/2021 11:54:59 ***
Web - Problem Description created on 06/08/2021 11:53:10 and created by Cole Beckett
c/s overheating

*** 06/08/2021 11:55:00 ***
Web - Diagnostics created on 06/08/2021 11:53:11 and created by Cole Beckett
found coolant leaking out of back of head. removed valve cover and found head bolt stripped out attached is video

*** 06/08/2021 14:32:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/08/2021 14:38:03 and created by Frank Lusic ***
1: Hello Cole
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/08/2021 14:38:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/08/2021 14:38:09 ***
PWA has been authorized by Frank Lusic

*** 06/08/2021 14:38:09 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 76,829

Prod Date: 05/19/2014 **Warranty Start Date:** 08/08/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Matthew Rodrigue **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/08/2021 12:44:47 ***
Contact = Matthew Rodrigue, Priority = Standard, Sub Status = Dispatched

*** 06/08/2021 12:44:48 ***
Web - Problem Description created on 06/08/2021 12:44:47 and created by Matthew Rodrigue
customer states has issue with coolant leaking

*** 06/08/2021 12:44:48 ***
Web - Diagnostics created on 06/08/2021 12:44:48 and created by Matthew Rodrigue
found thermostat housing leaking out of nipple going to heater core. we repaired leak to be able to pressurize system and inspect system . performed cooling system test , block test , and found with engine hot coolant leaking out from valley of engine. removed front bank outer cylinder head bolts and found pulled threads in block . customer still in powertrain coverage and her extended warranty already stated they do not cover overheating concerns.

*** 06/08/2021 13:10:49 ***
IMG_1866.MOV added by Matthew Rodrigue on 06/08/2021 13:10:43

*** 06/08/2021 15:08:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 06/08/2021 15:18:21 and created by Eric Patterson ***
1: Thank you for the video I see the threads are stripped.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 06/08/2021 15:18:33 ***
PWA has been authorized by Eric Patterson

*** 06/08/2021 15:18:33 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,114

Prod Date: 05/13/2013 **Warranty Start Date:** 07/30/2013

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Jongwon Lee **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Parts **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/09/2021 09:22:22 ***
Contact = Jongwon Lee, Priority = Standard, Sub Status = Dispatched

*** 06/09/2021 09:22:22 ***
Web - Problem Description created on 06/09/2021 09:13:01 and created by Jongwon Lee
C/S the engine started overheating. there was steam coming from the hood. Thermostat needle was in the red. the coolant was leaking from vehicle.

*** 06/09/2021 09:22:22 ***
Web - Diagnostics created on 06/09/2021 09:13:01 and created by Jongwon Lee
Had a tear down on the vehicle to check the head bolts. found the cylinder head gasket leaking.. removed the intake then the valve covers. following up with the timing cover then the cam shaft to see the headbolts. 4 of the headbolts were turning with the torque wrench set at 30ft lb. Took out the headbolt to find the silver lining threats on the bolt.

*** 06/09/2021 09:22:29 ***
IMG_1654.mp4 added by Jongwon Lee on 06/09/2021 09:22:23

*** 06/09/2021 10:43:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/09/2021 10:45:05 and created by Frank Lusic ***
1: Hello Jongwon
Based on the information the engine will need to be replaced , but the power train warranty has expired, this case will be denied

*** 06/09/2021 10:45:11 ***
Your PWA request to replace the engine has been denied.

*** 06/09/2021 10:45:12 ***
PWA has been denied by Frank Lusic

*** 06/09/2021 10:45:12 ***
Case closed by Frank Lusic with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,734

Prod Date: 09/09/2014 **Warranty Start Date:** 10/07/2014

Dealer/Contact Data:

Dealer: CA273 Kia of Irvine

Phone: 9497772300 **FAX:** 9497772315

Contact: Victor Mendiola **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: Eng-Reman Engine Concern # Case for Warranty Authorization

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/17/2021 10:13:40 ***
Contact = Victor Mendiola, Priority = Standard, Sub Status = Dispatched

*** 06/17/2021 10:13:41 ***
Web - Problem Description created on 06/17/2021 10:13:41 and created by Victor Mendiola
during reassembly found several short block threads pulled out during 1st 30 ftlb torque. any advise?

*** 06/17/2021 10:13:41 ***
Web - Diagnostics created on 06/17/2021 10:13:41 and created by Victor Mendiola
during reassembly found several short block threads pulled out during 1st 30 ftlb torque. any advise?

*** 06/17/2021 12:37:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/17/2021 12:43:11 and created by Frank Lusic ***
1: Hello Victor
1, attach pictures of the pulled out threads
2, did this engine come in a plastic crate or a cardboard box ?
3, attach a picture of the engine serial number

*** Service Alert Escalated to CA as: 14137537 on 06/18/2021 01:06:25 (PST)
*** 06/18/2021 10:31:32 ***
Web - Note created on 06/18/2021 10:31:31 and created by Victor Mendiola
attached picture of pulled threads
plastic black crate, attached box part #
attached engine serial number

*** 06/18/2021 10:31:33 ***
20210618_101946.jpg added by Victor Mendiola on 06/18/2021 10:31:32

*** 06/18/2021 10:31:34 ***
20210618_102000.jpg added by Victor Mendiola on 06/18/2021 10:31:33

*** 06/18/2021 10:31:35 ***
20210618_102103.jpg added by Victor Mendiola on 06/18/2021 10:31:34

*** 06/18/2021 11:48:26 ***
PQ Escalation requested by Frank Lusic
Request Code: RU-CA273-14214848-61821
Request Details: The block threads pulled of when torqueing and head bolt

*** Web - Advice created on 06/18/2021 11:49:06 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/18/2021 11:49:26 ***
PWA Case created for RA Case 14214848 by Frank Lusic

*** 06/18/2021 11:49:27 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,136

Prod Date: 09/18/2013 **Warranty Start Date:** 03/29/2014

Dealer/Contact Data:

Dealer: NV012 Towbin Kia

Phone: 7025678000 **FAX:** 7029403365

Contact: Dylan Bauer **Contact Title:** Dual Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 06/18/2021 12:22:29 ***
Contact = Dylan Bauer, Priority = Standard, Sub Status = Dispatched

*** 06/18/2021 12:22:29 ***
Web - Problem Description created on 06/18/2021 12:22:29 and created by Dylan Bauer
CUSTOMER STATES ENGINE IS LEAKING COOLANT AND ALSO OVERHEATING, VERIFIED CUSTOMERS CONCERN OF LEAKING COOLANT, FOUND COOLANT TO BE COMING FROMBACK SIDE OF ENGINE NEAR HEAD ASSEMBLY.

*** 06/18/2021 12:22:29 ***
Web - Diagnostics created on 06/18/2021 12:22:29 and created by Dylan Bauer
COOLING PRESSURE TEST

*** 06/18/2021 14:37:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/18/2021 14:39:29 and created by Frank Lusic ***
1: Hello Dylan

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/23/2021 14:44:09 ***
Web - Note created on 06/23/2021 14:44:08 and created by Dylan Bauer
Found 2 looser than the rest which is the side where it’s leaking coolant from

*** 06/23/2021 14:45:40 ***
image.jpg added by Dylan Bauer on 06/23/2021 14:45:39

*** Web - Advice created on 06/23/2021 14:51:15 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539

*** 06/23/2021 14:51:33 ***
PWA Case 14226154 created by Frank Lusic

*** 06/23/2021 14:51:34 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,782

Prod Date: 05/18/2013 **Warranty Start Date:** 05/31/2013

Dealer/Contact Data:

Dealer: FL019 Galeana Kia

Phone: 2394378300 **FAX:** 2394812952

Contact: SAMUEL SPEARS **Contact Title:** Maintenance Technician **Service District:** SO16

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 06/17/2021 06:43:48 ***
Contact = SAMUEL SPEARS, Priority = Standard, Sub Status = Dispatched

*** 06/17/2021 06:43:48 ***
Web - Problem Description created on 06/17/2021 06:23:32 and created by SAMUEL SPEARS
C/s that their vehicle would overheat during driving cycles. Customer had the thermostat replaced at another facility.

*** 06/17/2021 06:43:48 ***
Web - Diagnostics created on 06/17/2021 06:23:32 and created by SAMUEL SPEARS
Inspected and found that the coolant level is low, noted that the coolant color is yellow. Performed a coolant pressure test and confirmed that the system is not holding pressure, goes to zero after 5 minutes from 20psi. Performed a block tester for combustion gases in the cooling system, tester was inconclusive. Removed intake and checked cylinders with a bore scope for any abnormality, found cylinder 2 has fluids on the pistion, and cylinder 5 has wetness. Performed a leak down test, found that pressure in the cooling system rises with both cylinder 2 and 5.

*** 06/17/2021 08:30:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 06/17/2021 08:32:34 and created by Juan Vazquez ***
1: "Thank you for the information and attachment. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you."

*** 06/18/2021 11:43:10 ***
Web - Note created on 06/18/2021 11:43:10 and created by SAMUEL SPEARS
Removed the timing cover and camshafts, attempted to tighten the first bolt in bank 2's tightening pattern per cylinder head

repair, found the bolt was loose, removed the bolt and found that the threads pulled from the block, I've attached a picture below.

*** 06/18/2021 11:43:12 ***
Bank 2 .jpg added by SAMUEL SPEARS on 06/18/2021 11:43:11

*** 06/18/2021 11:51:50 ***
Web - Note created on 06/18/2021 11:51:50 and created by SAMUEL SPEARS
As a quick addition to the previous update, theres a total of 6 bolts that are pulling threads in this block, 1 bolt on bank 1 and 5 on bank 2.

*** Web - Advice created on 06/19/2021 08:27:00 and created by Juan Vazquez ***
1: "Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you."

*** 06/19/2021 08:27:44 ***
PWA Case created for RA Case 14214155 by Juan Vazquez

*** 06/19/2021 08:27:44 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 65,966

Prod Date: 09/03/2014 **Warranty Start Date:** 01/14/2015

Dealer/Contact Data:

Dealer: CO040 Foundation Kia

Phone: 3034210100 **FAX:** 3034631249

Contact: Chad Davis **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 06/21/2021 07:46:13 ***
Contact = Chad Davis, Priority = Standard, Sub Status = Dispatched

*** 06/21/2021 07:46:13 ***
Web - Problem Description created on 06/21/2021 07:46:13 and created by Chad Davis
vehicle overheated while driving

*** 06/21/2021 07:46:14 ***
Web - Diagnostics created on 06/21/2021 07:46:14 and created by Chad Davis
Found slight leak at rear head gasket area. Removed valve cover and found head bolts stripped in head see attached

*** 06/21/2021 07:46:15 ***
20210621_080455.jpg added by Chad Davis on 06/21/2021 07:46:14

*** 06/21/2021 07:46:30 ***
20210621_082352.mp4 added by Chad Davis on 06/21/2021 07:46:16

*** 06/21/2021 09:05:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/21/2021 09:08:31 and created by Jerry Gossling ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/21/2021 09:08:34 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/21/2021 09:08:34 ***
PWA has been authorized by Jerry Gossling

*** 06/21/2021 09:08:35 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,577

Prod Date: 07/08/2019 **Warranty Start Date:** 09/04/2019

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Sean Goodall **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: PWA Authorized

Case History

*** 06/14/2021 10:42:15 ***
Contact = Sean Goodall, Priority = Standard, Sub Status = Dispatched

*** 06/14/2021 10:42:15 ***
Web - Problem Description created on 06/14/2021 10:42:15 and created by Sean Goodall
ok this is an new one for me. there is coolant corrosion coming from exhaust manifold (location-close to front bumper)

*** 06/14/2021 10:42:15 ***
Web - Diagnostics created on 06/14/2021 10:42:15 and created by Sean Goodall
verified leak. it look like coolant corrosion build up coming from inside exhaust manifold

*** 06/14/2021 10:45:09 ***
2C9FCEB8-5E8C-4B7F-BD70-0CF28872EDF1.jpeg added by Sean Goodall on 06/14/2021 10:45:08

*** 06/14/2021 10:45:20 ***
9F43AB7D-DE6B-4C4B-80F7-86DD92406FB4.MOV added by Sean Goodall on 06/14/2021 10:45:09

*** 06/14/2021 13:05:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/14/2021 13:08:16 and created by Frank Lusic ***
1: Hello Sean
I have seen coolant leaking from exhaust manifold studs,
please replace the cylinder head

*** 06/17/2021 08:47:56 ***
Web - Note created on 06/17/2021 08:47:56 and created by Sean Goodall
if coolant is leaking inside cyl head is that from spun head bolts?

*** Web - Advice created on 06/17/2021 09:33:23 and created by Frank Lusic ***

1: not usually , coolant leaking from the exhaust studs is usually due to coolant leaking into the hole for the exhaust stud not a head bolt issue , unless the coolant is leaking from the head gasket and not the stud

*** 06/17/2021 10:43:07 ***
Web - Note created on 06/17/2021 10:43:07 and created by Sean Goodall
ok cool

*** Web - Advice created on 06/17/2021 11:34:25 and created by Frank Lusic ***
1: There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/22/2021 07:06:02 ***
B2BC0D46-5DD2-4347-B34A-B732D5FC2522.jpeg added by Sean Goodall on 06/22/2021 07:06:01

*** 06/22/2021 07:06:15 ***
CEBE327F-B289-444C-BB1B-00754EA597D8.MOV added by Sean Goodall on 06/22/2021 07:06:02

*** 06/22/2021 07:07:10 ***
Web - Note created on 06/22/2021 07:07:10 and created by Sean Goodall
found a spun head bolt will need and block as well

*** Web - Advice created on 06/22/2021 07:19:09 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Sean called in and he said that a long block maybe available , I told him to use a long block if it is available

*** 06/22/2021 07:19:36 ***
PWA Case created for RA Case 14207649 by Frank Lusic

*** 06/22/2021 07:19:36 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,000

Prod Date: 11/14/2014 **Warranty Start Date:** 12/14/2014

Dealer/Contact Data:

Dealer: CA137 Perris Valley Kia

Phone: 9516577371 **FAX:** 9516572328

Contact: moises flores **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Eng-Reman Engine Concern #

Symptom: Seized **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/02/2021 07:25:11 ***
Contact = moises flores, Priority = Standard, Sub Status = Dispatched

*** 07/02/2021 07:25:11 ***
Web - Problem Description created on 07/02/2021 07:25:11 and created by moises flores
Vehicle is out of warrenty. Customer concer was that engine began knocking and engine shut off.

*** 07/02/2021 07:25:11 ***
Web - Diagnostics created on 07/02/2021 07:25:11 and created by moises flores
Once vehicle arrived, performed inspecion and found that the enigine had seized. upon further inspection, engine short block got approved by service contract. Now that all parts have arrived, i began putting together cylinder heads on the block. The LH side had no problems, HOWEVER, when i got to the RH side, while performing second set of torque to the headbolts, 3 of the center bolts became loose. I removed the 3 head bolts and i found that the threads on the block came appart. All torque specs i was following according to KGIS. The Block that was sent is defective and looks as if it was used and in no good condition.

*** 07/02/2021 07:27:08 ***
Web - Note created on 07/02/2021 07:27:08 and created by moises flores
I have attached a picture of the head bolts that did not torque to specs

*** 07/02/2021 07:27:09 ***
1625235936416398068967760281169.jpg added by moises flores on 07/02/2021 07:27:08

*** 07/02/2021 10:49:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/02/2021 10:53:42 and created by Frank Lusic ***
1: Hello Moises

has the engine been installed in the vehicle yet ?

2: did the engine come in a cardboard box or plastic box ?
3: attach a picture of the engine serial number down by the starter, or the blue reman tag

*** Service Alert Escalated to CA as: 14147083 on 07/03/2021 01:04:44 (PST)
*** 07/06/2021 15:45:44 ***
Web - Note created on 07/06/2021 15:45:44 and created by moises flores
The only thing i have done to the block is installed the 2 heads and the engine is actually on a stand.
The block came in on a plastic box.
Can i go ahead and order a new short block at this time?

*** 07/06/2021 15:47:27 ***
Web - Note created on 07/06/2021 15:47:27 and created by moises flores
I have attached a picture of the reman tag

*** 07/06/2021 15:47:29 ***
16256115694271303870489659199 10.jpg added by moises flores on 07/06/2021 15:47:28

*** 07/07/2021 06:28:16 ***
PQ Escalation requested by Frank Lusic
Request Code: RU-CA137-14242305-7721
Request Details: threads pulled out of the block

*** 07/07/2021 06:28:40 ***
Category Changed from Quality Review to Repair Assistance by Frank Lusic.

*** 07/07/2021 06:29:03 ***
PWA Case 14248852 created by Frank Lusic

*** 07/07/2021 06:29:10 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 19,914

Prod Date: 10/20/2017 **Warranty Start Date:** 06/02/2018

Dealer/Contact Data:

Dealer: IL057 Gary Lang Kia

Phone: 8153852100 **FAX:** 8153850849

Contact: Steve Rihacek **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: maintenance?/VT -clean///stri

Case History

*** 07/02/2021 13:26:58 ***
Contact = Steve Rihacek, Priority = Standard, Sub Status = Dispatched

*** 07/02/2021 13:26:59 ***
Web - Problem Description created on 07/02/2021 13:25:53 and created by Steve Rihacek
coolant leak between cylinder head and engine block on bank 2. verified that coolant is leaking between surfaces and not coming from any other near by coolant sealing surface. engine is not overheating and does not to appear to have been overheated. used kds to scan for any codes and have not found any codes stored in any system. please advise how to proceed

*** 07/02/2021 13:26:59 ***
Web - Diagnostics created on 07/02/2021 13:25:53 and created by Steve Rihacek
prob des

*** 07/02/2021 13:27:01 ***
LTG_User_Guide (3).pdf added by Steve Rihacek on 07/02/2021 13:26:59

*** 07/02/2021 13:28:16 ***
341E228A-726C-4BE0-B79F-F0E8A1AA5982.jpeg added by Steve Rihacek on 07/02/2021 13:28:15

*** 07/02/2021 13:28:16 ***
9103E65E-3F09-40C6-8ED7-0A627EEDB82D.jpeg added by Steve Rihacek on 07/02/2021 13:28:16

*** 07/03/2021 08:43:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/03/2021 08:43:57 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 07/03/2021 08:48:46 and created by John Rehm ***

1: Steve, if there are no other leaks from cooling system and no accident damage which could have caused a leak due to damage, then
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold.
Please attach a carfax report to the case for maintenance and any accident history. Thank you

*** 07/05/2021 08:44:28 ***
Web - Note created on 07/05/2021 08:44:28 and created by Steve Rihacek
I will check what you advised, I have also attached a photo of the carfax.

*** 07/05/2021 08:44:29 ***
F08DA4E1-0868-45F6-A75C-23AE5A86C4D6.jpeg added by Steve Rihacek on 07/05/2021 08:44:29

*** Web - Advice created on 07/05/2021 10:37:34 and created by John Rehm ***
1: Thank you Steve.

*** 07/06/2021 12:31:39 ***
Web - Note created on 07/06/2021 12:31:38 and created by Steve Rihacek
yessir, pulled the engine down to the head bolts and the head bolts on bank 2 cylinder head right by the coolant staining spun nearly instantly. i dont think i even had 10ftlbs on the 3 on that side before they broke loose. pulled the ocv valves as you asked and found no metal in the ocv's, but it looks like this is either gonna need a long block or a short block build my man. seems to be a common occurance with these v6's lately

*** Web - Advice created on 07/06/2021 14:07:38 and created by John Rehm ***
1: Thank you for confirming Steve.
Please add picture of the stripped bolts if they will not hold. 1 image of all the bolts is ok.
Please request maintenance records from the customer and if no records, or few can be provided, please request a Carfax report and attach to the case for review. Records with Kia show NO maintenance at the dealerships. After you gather all the needed information and perform testing, update the case. Thank you.

*** 07/07/2021 12:42:02 ***
Web - Note created on 07/07/2021 12:42:02 and created by Steve Rihacek
Attached photos of bolts. In all my years I've never had a head bolt snap while removing it. This snapped one was right where the coolant was leaking by the exhaust.

*** 07/07/2021 12:42:05 ***
2CB71088-5851-467C-912D-02EC69EE0C59.jpeg added by Steve Rihacek on 07/07/2021 12:42:03

*** 07/07/2021 12:42:06 ***
48E32C91-AB35-40DA-BA28-7C51EE95D26A.jpeg added by Steve Rihacek on 07/07/2021 12:42:05

*** Web - Advice created on 07/07/2021 14:19:46 and created by John Rehm ***
1: Steve, the carfax attached does not show any record of servicing. Please request maintenance records from the customer OR show the maintenance if any is present on the Carfax report.
That bolt looks freshly broken to me. Were there any threads pulled out of the block? All your bolts look undamaged except the broken one.

*** 07/07/2021 14:35:53 ***
Web - Note created on 07/07/2021 14:35:52 and created by Steve Rihacek
The bolt would look freshly broken since it broke taking it out.. And what you see on the bolts is what I was able to get out of the block as far as threads go

*** 07/07/2021 14:35:55 ***
90A275A6-F5AA-4DF8-9C74-29EBC9216A50.jpeg added by Steve Rihacek on 07/07/2021 14:35:54

*** Web - Advice created on 07/07/2021 15:42:04 and created by John Rehm ***
1: Steve, please attach a clear image of the valvetrain for review. 1st oil service at 18k is all I see.

*** 07/08/2021 04:31:44 ***
Web - Note created on 07/08/2021 04:31:44 and created by Steve Rihacek
photo of the valve train has been attached to the case.

*** 07/08/2021 04:33:04 ***
6240E6BE-B0A1-414F-9E10-48C4891299D8.jpeg added by Steve Rihacek on 07/08/2021 04:33:03

*** Web - Advice created on 07/08/2021 07:27:36 and created by John Rehm ***
1: I have generated and approved a PWA case for you.

<For Internal Use Only
maintenance?/VT -clean///stripped, yes, and a broken bolt.>

*** Web - Advice created on 07/08/2021 07:27:53 and created by John Rehm ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/08/2021 07:28:04 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/08/2021 07:28:04 ***
PWA has been authorized by John Rehm

*** 07/08/2021 07:28:05 ***
Case closed by John Rehm with Resolution Code : Faulty Component
[Resolution Summary]
maintenance?/VT -clean///stripped, yes, and a broken bolt.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,307

Prod Date: 06/26/2017 **Warranty Start Date:** 09/27/2017

Dealer/Contact Data:

Dealer: NJ062 Matt Blatt Kia

Phone: 6095733100 **FAX:** 6094848361

Contact: Richard Lindner-Jackson **Contact Title:** Dual Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/25/2021 09:20:25 ***
Contact = Richard Lindner-Jackson, Priority = Standard, Sub Status = Dispatched

*** 06/25/2021 09:20:25 ***
Web - Problem Description created on 06/25/2021 09:20:25 and created by Richard Lindner-Jackson
I have a 2018 Sorento that the customer is stating that is loosing coolant and overheating. I looked car over and replaced the radiator May 21,2021 because it had a leak in it. Customer came back today complaining of the same problem and i found no leaks but I did a pressure test and system loses pressure at a decent rate and I performed a leak test and the liquid turned from blue to yellow which indicates that the head gaskets are leaking. I am asking for an engine because I know that the head bolts will strip out as I have had this happen multiple times when doing a short block on a 6 cylinder engine.

*** 06/25/2021 09:20:26 ***
Web - Diagnostics created on 06/25/2021 09:20:25 and created by Richard Lindner-Jackson
Coolant pressure test
Head leak test

*** 06/25/2021 10:37:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/25/2021 10:38:21 and created by John Nguyen ***
1: Richard, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 07/06/2021 08:42:02 ***
20210706_110931_1.mp4 added by Richard Lindner-Jackson on 07/06/2021 08:41:43

*** 07/06/2021 08:45:31 ***
Web - Note created on 07/06/2021 08:45:31 and created by Richard Lindner-Jackson
I uploaded a video of a head bolt in the rear head that was loose when I touched it with a screw driver and when I went to tighten the bolt it did not tighten but just spinning even though it is all the way seated to the head.

*** Web - Advice created on 07/06/2021 08:48:55 and created by John Nguyen ***
1: Tech called in to request an update on this case.
2: Richard, thank you for the video attachment. I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/06/2021 08:49:27 ***
PWA Case created for RA Case 14229957 by John Nguyen

*** 07/06/2021 08:49:27 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,602

Prod Date: 08/15/2014 **Warranty Start Date:** 01/10/2015

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: Hung Nguyen **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: MIL - PCM # P0301

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/06/2021 09:11:17 ***
Contact = Hung Nguyen, Priority = Standard, Sub Status = Dispatched

*** 07/06/2021 09:11:17 ***
Web - Problem Description created on 07/06/2021 09:11:17 and created by Hung Nguyen
C/S CEL IS ON, CODE IS MISFIRE IN CYLINDER 1.

*** 07/06/2021 09:11:17 ***
Web - Diagnostics created on 07/06/2021 09:11:17 and created by Hung Nguyen
NOTICE A LOT SMOKE OUT THE TAILPIPE ON START UP AND WHEN REMOVE RADIATOR CAP, RESIVOIR BUBBLES ALOT, REMOVE INTAKE MANIFOLD AND PERFORMED LEAK DOWN TEST, B1 HEAD HAS A BLOWN HEAD GASKET.

*** 07/06/2021 10:42:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/06/2021 10:45:35 and created by Jerry Gossling ***
1: Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

The mileage is listed at 714,602 is this correct ?

*** 07/06/2021 11:00:05 ***
Web - Note created on 07/06/2021 11:00:05 and created by Hung Nguyen
MILEAGE IS 71602

*** Web - Advice created on 07/06/2021 12:34:31 and created by Jerry Gossling ***
1: Hung,
This vehicle shows no power train warranty ?
Thanks

Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 07/06/2021 13:39:42 ***
Web - Note created on 07/06/2021 13:39:41 and created by Hung Nguyen
ITS BECAUSE I INPUT THE MILEAGE INCORRECTLY, I TRIPLE CHECK WITH MY SERVICE ADSIVOR, VEHICLE HAS POWERTRAIN WARRANTY, IVE ATTACH PHOTO OF HEAD BOLT WITH THREADS RIP OUT OFF BLOCK

*** 07/06/2021 13:39:43 ***
HEAD BOLT.jpg added by Hung Nguyen on 07/06/2021 13:39:42

*** Web - Advice created on 07/07/2021 04:39:44 and created by Jerry Gossling ***
1: Hung,
I am going to try to generate a PWA for engine replacement per PITSTOP 539.
Thanks

*** Web - Advice created on 07/07/2021 04:43:08 and created by Jerry Gossling ***
1: Hung,
the system will not allow me to generate a PWA case due to not showing active warranty coverage.
Provide a copy of the repair order, a copy of the DCS repair showing warranty cover & a copy of the customers registration than I will send the case to my supervisor.
Thank you

*** 07/07/2021 05:07:32 ***
Web - Note created on 07/07/2021 05:07:32 and created by Hung Nguyen
IVE ATTACH TO CASE

*** 07/07/2021 05:07:34 ***
38838 reg.jpg added by Hung Nguyen on 07/07/2021 05:07:33

*** 07/07/2021 05:07:35 ***
ro.jpg added by Hung Nguyen on 07/07/2021 05:07:34

*** 07/07/2021 05:07:36 ***
ro 1.jpg added by Hung Nguyen on 07/07/2021 05:07:35

*** 07/07/2021 05:07:38 ***
ro 2.jpg added by Hung Nguyen on 07/07/2021 05:07:37

*** Web - Advice created on 07/07/2021 06:42:45 and created by Jerry Gossling ***
1: Hung,
The case was sent to my senior agent for review.
Thank you

*** Web - Advice created on 07/07/2021 06:44:52 and created by Jerry Gossling ***
1: Hung,
I still require a copy of the customer's registration !!!.
Thanks

*** 07/07/2021 07:28:58 ***
Web - Note created on 07/07/2021 07:28:58 and created by Hung Nguyen
I DID SEND YOU THE REGISTRATION, ITS LISTED AS 38896 REG

*** 07/07/2021 08:58:12 ***
PWA Case 14249378 created by Jerry Gossling

*** 07/07/2021 08:58:15 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,842

Prod Date: 02/01/2018 **Warranty Start Date:** 05/31/2018

Dealer/Contact Data:

Dealer: PA047 Fred Beans Kia of Mechanicsburg

Phone: 7179180384 **FAX:** 7176973136

Contact: DAT PENG **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/05/2021 04:58:01 ***
Contact = DAT PENG, Priority = Standard, Sub Status = Dispatched

*** 07/05/2021 04:58:01 ***
Web - Problem Description created on 07/05/2021 04:50:37 and created by DAT PENG
engine overheating and shut off and would not restart for customer. the check engine light is on. had vehicle towed in at our shop.

*** 07/05/2021 04:58:01 ***
Web - Diagnostics created on 07/05/2021 04:50:37 and created by DAT PENG
check and verify cel is on and engine misfire very bad and radiator has no antifreeze at all. pull trouble code. fault code found stores p0300,p0302,p0306,p0018,p0087. I top off with water and pressure test coolant system and found no coolant leak from external engine. I notice steam forming white mist from tail pipe when engine idle and popping sound from engine is misfire. we need your support and advice for this concern. thank you! dat peng

*** 07/05/2021 06:47:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/05/2021 06:53:06 and created by Tony Thomas ***
1: Received a long block @ 10 miles in April 2018 by Bridgewater Kia NJ074. Only dealer oil change on record is 21745. Please validate proper maintenance and get approval to pull the heads for inspection.

*** Service Alert Escalated to CA as: 14245836 on 07/06/2021 01:06:22 (PST)

*** 07/06/2021 07:26:52 ***
Web - Note created on 07/06/2021 07:26:51 and created by DAT PENG
I found a lot of radiator stop leak sealer inside radiator and lower/upper hoses . like someone tried to seal something??

*** Web - Advice created on 07/06/2021 07:33:06 and created by Tony Thomas ***
1: Agreed. Thanks for the update.

*** 07/06/2021 11:55:10 ***
Web - Note created on 07/06/2021 11:55:10 and created by DAT PENG
I remove both heads cylds today. found timing chain jumped out of time from tensioner is stuck in front head and also found head bolts were not very tight in all heads cylds.those head bolts were loose closer to the exhaust manifold. i;m not sure head bolts fail or the threads down in the block fail. she did all the maintenance by her spouse. thanks.

*** Web - Advice created on 07/06/2021 12:05:03 and created by Tony Thomas ***
1: Attach a photo of the head bolts and the valve train for documentation.

*** 07/06/2021 12:11:00 ***
20210706_150006.mp4 added by DAT PENG on 07/06/2021 12:10:09

*** 07/06/2021 12:17:02 ***
20210706_151400.mp4 added by DAT PENG on 07/06/2021 12:16:52

*** Web - Advice created on 07/06/2021 12:18:23 and created by Tony Thomas ***
1: Head bolts are pulling threads from the block.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 07/06/2021 12:18:38 ***
PWA Case created for RA Case 14244733 by Tony Thomas

*** 07/06/2021 12:18:39 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,009

Prod Date: 09/23/2013 **Warranty Start Date:** 01/22/2014

Dealer/Contact Data:

Dealer: PA090 Abeloff Kia

Phone: 5704219900 **FAX:** 5705173722

Contact: daniel nielsen **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/06/2021 12:52:21 ***
Contact = Daniel Nielsen, Priority = Standard, Sub Status = Dispatched

*** 07/06/2021 12:52:21 ***
Web - Problem Description created on 07/06/2021 12:52:21 and created by Daniel Nielsen
Customer states vehicle shut off while driving.

*** 07/06/2021 12:52:21 ***
Web - Diagnostics created on 07/06/2021 12:52:21 and created by Daniel Nielsen
When cranking vehicle the cooling system instantly overpressurizes and blows out the bottle. When vehicle starts you can hear air escaping rapidly. While underneath you can see coolant and oil spraying out from between both cylinder heads. Watching the rear of the engine while running you can see the exposed portion of the headgasket flap and when you put your hand near it you can feel the super hot air being forced out from between the two. At 80,078 miles vehicle was at NY076 and had timing components replaced. Unsure of other work performed.

*** 07/06/2021 12:56:10 ***
IMG_6015.MOV added by Daniel Nielsen on 07/06/2021 12:55:56

*** 07/06/2021 12:57:08 ***
IMG_6016.MOV added by Daniel Nielsen on 07/06/2021 12:57:05

*** 07/06/2021 12:57:55 ***
IMG_6014.MP4 added by Daniel Nielsen on 07/06/2021 12:57:54

*** Service Alert Escalated to CA as: 14248575 on 07/07/2021 01:08:24 (PST)

*** 07/07/2021 05:25:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/07/2021 05:29:58 and created by Jerry Gossling ***
1: Daniel,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 07/09/2021 09:32:02 ***
Web - Note created on 07/09/2021 09:32:02 and created by daniel nielsen
te remove bolt the camshafts need to be removed, when torn down i could provide a video of the cluster, vin, and me attempting to torque said bolt. would that suffice?

*** Web - Advice created on 07/09/2021 09:38:11 and created by Jerry Gossling ***
1: Daniel,
I need a picture of the threads on the bolts.

*** 07/19/2021 08:02:02 ***
Web - Note created on 07/19/2021 08:02:02 and created by daniel nielsen
Added

*** 07/19/2021 08:02:11 ***
IMG_6167.MOV added by daniel nielsen on 07/19/2021 08:02:03

*** 07/19/2021 08:02:12 ***
9CDB038E-BA5C-4678-9513-C9414DDFE457.jpeg added by daniel nielsen on 07/19/2021 08:02:11

*** Web - Advice created on 07/19/2021 08:21:11 and created by Jerry Gossling ***
1: I have generated and approved a PWA case for you.

*** 07/19/2021 08:21:27 ***
PWA Case 14270534 created by Jerry Gossling

*** 07/19/2021 08:21:28 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,712

Prod Date: 08/17/2013 **Warranty Start Date:** 07/18/2014

Dealer/Contact Data:

Dealer: GA101 Alm Kia South

Phone: 6788278900 **FAX:** 6788278901

Contact: CLINT BRIGHT **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 07/13/2021 06:12:05 ***
Contact = CLINT BRIGHT, Priority = Standard, Sub Status = Dispatched

*** 07/13/2021 06:12:05 ***
Web - Problem Description created on 07/13/2021 06:07:39 and created by CLINT BRIGHT
customer states vehicle is overheating.

*** 07/13/2021 06:12:05 ***
Web - Diagnostics created on 07/13/2021 06:07:40 and created by CLINT BRIGHT
I inspected cooling system, customer installed new radiator cap. There does not appear to be any oil and coolant mixed. I inspected for coolant leaks, found both cylinder head gaskets leaking externally. I will perform block test and update with results. Scanning for dtcs. Will update.

*** 07/13/2021 06:15:14 ***
Web - Note created on 07/13/2021 06:15:14 and created by CLINT BRIGHT
Sent pics of both cylinder head gaskets leaking.

*** 07/13/2021 06:15:15 ***
IMG_1170.jpg added by CLINT BRIGHT on 07/13/2021 06:15:15

*** 07/13/2021 06:15:15 ***
IMG_1168.jpg added by CLINT BRIGHT on 07/13/2021 06:15:15

*** 07/13/2021 06:15:16 ***
IMG_1171.jpg added by CLINT BRIGHT on 07/13/2021 06:15:16

*** 07/13/2021 06:15:16 ***
IMG_1166.jpg added by CLINT BRIGHT on 07/13/2021 06:15:16

*** 07/13/2021 07:11:36 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 07/13/2021 07:38:35 and created by Eric Patterson ***
1: Thank you for the pictures attached.
2: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 07/13/2021 07:52:58 ***
Web - Note created on 07/13/2021 07:52:58 and created by CLINT BRIGHT
I was already performing combustion leak check. Results show combustion gases in coolant system.

*** 07/13/2021 07:53:11 ***
20210713_104538.mp4 added by CLINT BRIGHT on 07/13/2021 07:52:58

*** Web - Advice created on 07/13/2021 09:53:57 and created by Eric Patterson ***
1: Thank you

As long as the maintenance has been deemed acceptable:

I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 07/13/2021 09:54:09 ***
PWA Case created for RA Case 14259525 by Eric Patterson

*** 07/13/2021 09:54:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,573

Prod Date: 04/22/2014 **Warranty Start Date:** 07/08/2014

Dealer/Contact Data:

Dealer: OR010 Butler Kia

Phone: 5417763088 **FAX:** 5417763096

Contact: Michele Rutigliano **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 07/16/2021 13:20:44 ***
Contact = Michele Rutigliano, Priority = Standard, Sub Status = Dispatched

*** 07/16/2021 13:20:44 ***
Web - Problem Description created on 07/16/2021 13:19:32 and created by Michele Rutigliano
CUSTOMER STATE THAT THE ENGINE TEMP WENT TO TOP OF GAUGE AFTER EXTENDED HILL CLIMP THROUGH MOUNTAIN PASS, HAS OCCURRED TWICE NOW

*** 07/16/2021 13:20:44 ***
Web - Diagnostics created on 07/16/2021 13:19:32 and created by Michele Rutigliano
INITIAL INSPECTION FINDS COOLANT IS LOW, RESEVOIR IS EMPTY AND THERE IS EVIDENCE THAT THE COOLANT SYSTEM OVERHEATED AND BOIL OUT OF COOLANT RESERVOIR, REFILLED COOLANT AND ROAD TESTED, ENGINE TEMP STAYS IN THE NORMAL RANGE, I DONT HAVE ANY HILLS TO CLIMB LIKE THE ONE THE CUSTOMER IS GOING OVER, I CHECKED THE COOLANT FANS, PRESSURE TESTED FOR COOLANT LEAKS, TESTED RADIATOR CAP, ALL APPEAR TO BE OK, WE LET THE CUSTOMER TAKE THE CAR BACK AND WHEN HE CLIMBED THE HILL AGAIN IT DID THE SAME THING AGAIN, I DID A BLOCK CHECK WITH THE ENGINE HOT, THE TEST PASSSED, IM SUSPECTING THAT THE HEAD BOLTS MAY BE COMING LOOSE AS OTHERS HAVE DONE IN THE PAST, LOOKING FOR ADVICE OR TEAR DOWN AUTORIZATION, THANKS

*** 07/16/2021 16:24:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/16/2021 16:25:29 and created by John Nguyen ***
1: Michele, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Service Alert Escalated to CA as: 14269314 on 07/17/2021 01:07:42 (PST)

*** 07/21/2021 16:42:04 ***
Web - Note created on 07/21/2021 16:42:03 and created by Michele Rutigliano
UPDATE - REMOVED CAMSHAFTS AND INSPECTED HEAD BOLTS - FOUND 2 HEAD BOLTS ON EACH CYLINDER HEAD THAT WERE LOOSE AND WOULD NOT RETORQUE - THEY ARE JUST SPINNING - REQUESTIN PWA FOR SHORT BLOCK REPLACEMENT AND POSSIBLE HEAD REPLACEMENT

*** Web - Advice created on 07/22/2021 07:34:08 and created by John Nguyen ***
1: Michele, are you able to add a continuous video of the damage for documentation.?

*** 07/22/2021 08:15:35 ***
Web - Note created on 07/22/2021 08:15:34 and created by Michele Rutigliano
Added video of loose head bolts

*** 07/22/2021 08:15:54 ***
20210722_080906.mp4 added by Michele Rutigliano on 07/22/2021 08:15:35

*** Web - Advice created on 07/22/2021 09:29:41 and created by John Nguyen ***
1: Michele, I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/22/2021 09:30:24 ***
PWA Case 14278334 created by John Nguyen

*** 07/22/2021 09:30:34 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,037

Prod Date: 08/22/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: SD004 Billion Kia

Phone: 8772455466 **FAX:** 8889795971

Contact: Jacob Elkins **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: PWA Authorized

Case History

*** 07/14/2021 06:01:29 ***
Contact = Jacob Elkins, Priority = Standard, Sub Status = Dispatched

*** 07/14/2021 06:01:30 ***
Web - Problem Description created on 07/14/2021 06:01:30 and created by Jacob Elkins
Customer states the vehicle over heated and coolant tank blew coolant all over the engine bay.

*** 07/14/2021 06:01:30 ***
Web - Diagnostics created on 07/14/2021 06:01:30 and created by Jacob Elkins
Verified customer concern. Found no powertrain codes stored. When starting vehicle with coolant bubbler, the pressure blew out all the coolant. Coolant also smells like exhaust. Found head gaskets to be blown. Will attach video of coolant tank over flowing. Customer states she is the original owner. The vehicle was in her husbands name but when he passed away it was changed to hers.

*** 07/14/2021 06:05:27 ***
20210714_080415.mp4 added by Jacob Elkins on 07/14/2021 06:05:19

*** 07/14/2021 09:10:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/14/2021 09:13:37 and created by Tony Thomas ***
1: Get approval to pull the heads for inspection and check if any head bolts are pulling threads from the block. Contact the warranty department regarding the warranty coverage validation. Nothing I can do on this end if the original owner is deceased.

*** 07/14/2021 12:05:10 ***
Web - Note created on 07/14/2021 12:05:10 and created by Jacob Elkins
Our DPSM Dawn Calderon states the customer has power train coverage. What are the next steps?

*** Web - Advice created on 07/14/2021 12:08:26 and created by Tony Thomas ***

1: I do not disagree with coverage but I have no way of changing it in web DCS or this case and you need to contact warranty if ownership has changed for any reason.

*** 07/14/2021 12:40:26 ***
Web - Note created on 07/14/2021 12:40:26 and created by Jacob Elkins
I am asking what my next step to do with the vehicle is now that we know it is covered. Do I still need to tear it down and check the heads or are we going in a different direction like a short block?

*** 07/14/2021 12:43:44 ***
Web - Note created on 07/14/2021 12:43:44 and created by Jacob Elkins
As in am I going to attempt to do the head gasket alone or go in another direction

*** Web - Advice created on 07/14/2021 12:44:11 and created by Tony Thomas ***
1: Yes, of course you do need to pull the heads for diagnosis. If the block does need to be replaced you will need to correct warranty coverage in order to obtain a PWA for replacement.

*** Web - Advice created on 07/14/2021 12:45:09 and created by Tony Thomas ***
<For Internal Use Only
~~>

*** 07/14/2021 12:47:26 ***
Web - Note created on 07/14/2021 12:47:26 and created by Jacob Elkins
So as it stands, the name needs to get changed first before a block is covered? Is the head gasket covered in the name that is in or does that need the name to be changed first as well?

*** Web - Advice created on 07/14/2021 13:15:46 and created by Tony Thomas ***
1: Sharon Ingemonson shows as the owner and powertrain is valid in WEB DCS. You spelled the last name with a U instead of an O. Correct the spelling and request a reopen when the warranty is validated in the case.

*** 07/14/2021 13:15:50 ***
Case closed by Tony Thomas with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

*** 07/14/2021 13:23:56 ***
Case Number: XXXXXXXX Reopen Requested by Jacob Elkins.
Reason: [This is the customer's legal name spelt Ingemunson and I have the original buyer contract to show ownership and spelling for her and her late husband.]

*** 07/14/2021 13:43:03 ***
Reopen Denied by Tony Thomas
Reason: It is spelled INGEMONSON in web DCS 10/100 1204 days remaining.

*** 07/14/2021 14:21:24 ***
Case Number: XXXXXXXX Reopen Requested by Jacob Elkins.
Reason: [Changed spelling to validate warranty on here]

*** 07/15/2021 06:29:08 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/15/2021 06:29:44 and created by Tony Thomas ***
1: Powertrain coverage has been validated. Thanks.

*** 07/15/2021 07:12:33 ***
Web - Note created on 07/15/2021 07:12:33 and created by Jacob Elkins
So what are the proper next steps now that it is validated?

*** Web - Advice created on 07/15/2021 07:20:15 and created by Tony Thomas ***
1: Pull the heads for inspection and check if the head bolts pull any threads from the block.

*** 07/20/2021 06:18:51 ***
Web - Note created on 07/20/2021 06:18:50 and created by Jacob Elkins
The bolts did not seem to pull the threads

*** 07/20/2021 06:18:52 ***
162678709161716923900 14.jpg added by Jacob Elkins on 07/20/2021 06:18:51

*** Web - Advice created on 07/20/2021 06:22:04 and created by Tony Thomas ***
1: Close the case when the repairs are completed or if no assistance is needed. Thank you.

*** 07/21/2021 09:33:22 ***
Web - Note created on 07/21/2021 09:33:21 and created by Jacob Elkins
When attempting to put on RH head 7 out of 8 head bolts pulled threads

*** Phone - Advice created on 07/21/2021 09:41:58 and created by Tony Thomas ***
1: Requested a photo of the head bolts for documentation.

*** 07/21/2021 09:53:53 ***
Web - Note created on 07/21/2021 09:53:53 and created by Jacob Elkins
When pulling heads to send out for inspection the threads did not pull. After receiving gasket kit and head attempted to put on right hand head, threads pulled out of block.

*** 07/21/2021 09:53:54 ***
162688626380066915 4490.jpg added by Jacob Elkins on 07/21/2021 09:53:53

*** Web - Advice created on 07/21/2021 10:00:35 and created by Tony Thomas ***
1: Please confirm those are new head bolts.

*** 07/21/2021 10:04:31 ***
Web - Note created on 07/21/2021 10:04:31 and created by Jacob Elkins
New bolts have white markings for installation. Lh which are old do not

*** 07/21/2021 10:04:33 ***
162688701392515524129 04.jpg added by Jacob Elkins on 07/21/2021 10:04:32

*** Web - Advice created on 07/21/2021 10:11:34 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 07/21/2021 10:11:58 ***
PWA Case created for RA Case 14262228 by Tony Thomas

*** 07/21/2021 10:11:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,630

Prod Date: 09/26/2017 **Warranty Start Date:** 04/07/2018

Dealer/Contact Data:

Dealer: MD048 Kia of Bowie

Phone: 3018207500 **FAX:** 3018090425

Contact: Giovanni Guevara **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 07/26/2021 10:23:57 ***
Contact = Giovanni Guevara, Priority = Standard, Sub Status = Dispatched

*** 07/26/2021 10:23:57 ***
Web - Problem Description created on 07/26/2021 10:23:57 and created by Giovanni Guevara
customer states vehicle has transmission and oil leak

*** 07/26/2021 10:23:58 ***
Web - Diagnostics created on 07/26/2021 10:23:57 and created by Giovanni Guevara
verified there is a leak but its just engine oil from the left hand cylinder head and also coolant is bubbling in the reservoir

*** 07/26/2021 10:46:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 07/26/2021 10:48:15 and created by Sam Camarillo ***
1: Ok if the leak is from the head gasket and you also have a coolant leak it sounds like do the following:
Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** Case has been auto closed by the system on 08/11/2021 01:14:30 (PST)
*** 09/23/2021 14:41:57 ***
Case Number: XXXXXXXX Reopen Requested by Giovanni Guevara.
Reason: [Cylinder head bolts were tight and did not take out threads
Sounds like I'll just replace the gasket and hopefully the threads do not pull when I re torque it]

*** 09/23/2021 17:27:06 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/23/2021 17:27:50 and created by Sam Camarillo ***
1: Ok be sure to check head and block for flatness as per Kia specs thanks

*** Case has been auto closed by the system on 10/09/2021 01:20:41 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,000

Prod Date: 10/17/2014 **Warranty Start Date:** 12/13/2014

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: Bruce Allen **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/29/2021 08:36:54 ***
Contact = Bruce Allen, Priority = Standard, Sub Status = Dispatched

*** 07/29/2021 08:36:54 ***
Web - Problem Description created on 07/29/2021 08:36:54 and created by Bruce Allen
cs car is over heating and smoking had shop look at it and concluded blown head gasket

*** 07/29/2021 08:36:54 ***
Web - Diagnostics created on 07/29/2021 08:36:54 and created by Bruce Allen
preformed a block test and confirmed blown head by color change verified smoking from tail pipe

*** 07/29/2021 08:39:00 ***
imagejpeg_0.jpg added by Bruce Allen on 07/29/2021 08:39:00

*** 07/29/2021 09:22:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/29/2021 09:24:10 and created by Frank Lusic ***
1: Hello Bruce

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/29/2021 09:24:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/29/2021 09:24:15 ***
PWA has been authorized by Frank Lusic

*** 07/29/2021 09:24:15 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,660

Prod Date: 04/25/2014 **Warranty Start Date:** 05/27/2014

Dealer/Contact Data:

Dealer: NJ074 Bridgewater Kia

Phone: 7324694500 **FAX:** 7324699486

Contact: Bob Dempsey **Contact Title:** Parts and Service Manager **Service District:** EA06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 08/03/2021 05:37:20 ***
Contact = Bob Dempsey, Priority = Standard, Sub Status = Dispatched

*** 08/03/2021 05:37:20 ***
Web - Problem Description created on 08/03/2021 05:37:20 and created by Bob Dempsey
Engine overheats

*** 08/03/2021 05:37:21 ***
Web - Diagnostics created on 08/03/2021 05:37:21 and created by Bob Dempsey
Compression is entering the cooling system. There are bubbles in the coolant bottle.
We removed the spark plugs and put air pressure into the cylinder # 5. The head bolt around that cylinder just turns. We removed the bolt and the threads are pulled. I have attached a picture of the bolt. there are 2 pictures of the same bolt.

*** 08/03/2021 05:37:22 ***
IMG_3164.JPG added by Bob Dempsey on 08/03/2021 05:37:22

*** 08/03/2021 05:37:23 ***
IMG_3165.JPG added by Bob Dempsey on 08/03/2021 05:37:23

*** 08/03/2021 08:26:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/03/2021 08:29:41 and created by Greg Phillips ***
1: Does the fan work? Any damage to the fan, the radiator or condenser, any blockage or modification of air flow through the radiator? Has proper maintenance been verified, there are almost no Dealer oil services on record.

*** 08/03/2021 09:08:49 ***
Web - Note created on 08/03/2021 09:08:49 and created by Bob Dempsey
The fan does operate normally. We have never seen this vehicle so I have no history.
The radiator and condenser have no restriction, we can see light through the fins. We have seen this issue in the past, only on

the V6 engine and only in the rear. Do you want records from the customer?

*** Web - Advice created on 08/03/2021 10:20:17 and created by Greg Phillips ***
1: You have the valve cover off, get a photo of the valve train. If there is sludge, yes, we'll need records.

*** 08/03/2021 10:45:20 ***
Web - Note created on 08/03/2021 10:45:20 and created by Bob Dempsey
Records attached

*** 08/03/2021 10:45:23 ***
Scan Aug 3, 2021 at 12.50 PM.pdf added by Bob Dempsey on 08/03/2021 10:45:21

*** 08/03/2021 10:45:23 ***
189324.pdf added by Bob Dempsey on 08/03/2021 10:45:23

*** 08/03/2021 10:45:25 ***
IMG_3166.JPG added by Bob Dempsey on 08/03/2021 10:45:24

*** 08/03/2021 12:13:22 ***
PWA Case 14298266 created by Greg Phillips

*** 08/03/2021 12:13:27 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 14287951 on 08/04/2021 01:04:21 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 53,919

Prod Date: 11/15/2013 **Warranty Start Date:** 03/12/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Kenneth Keenan **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Rough idle/Misfire # Bank 2 Leak Case for Warranty

Symptom: Rough Idle **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/20/2021 12:22:12 ***
Contact = Kenneth Keenan, Priority = Standard, Sub Status = Dispatched

*** 07/20/2021 12:22:12 ***
Web - Problem Description created on 07/20/2021 12:22:12 and created by Kenneth Keenan
C/S UPON STARTING THE VEHICLE ENGINE SHAKES BADLY.

*** 07/20/2021 12:22:12 ***
Web - Diagnostics created on 07/20/2021 12:22:12 and created by Kenneth Keenan
VISUALLY FOUND LEFT HEAD GASKET LEAKING.

*** 07/20/2021 12:23:26 ***
12B20CB4-C4D9-4BDF-9DCB-0274C1117905.jpeg added by Kenneth Keenan on 07/20/2021 12:23:26

*** 07/20/2021 15:47:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/20/2021 15:48:56 and created by Brian Hernandez ***
1: We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold.

*** 08/02/2021 13:26:51 ***
Web - Note created on 08/02/2021 13:26:51 and created by Kenneth Keenan
Added video

*** 08/02/2021 13:26:57 ***
IMG_3128.MOV added by Kenneth Keenan on 08/02/2021 13:26:51

*** Web - Advice created on 08/02/2021 14:29:09 and created by Brian Hernandez ***
1: Thank you for the new video showing the spinning bolts. We would still need a picture showing the threads of the head bolts for review.

*** 08/03/2021 04:56:59 ***
Web - Note created on 08/03/2021 04:56:59 and created by Kenneth Keenan
ADDED PHOTO OF HEAD BOLTS WITH THE BLOCK THREADS PULLED OUT

*** 08/03/2021 04:57:01 ***
946FC0E4-9926-4A35-81B8-046FF375ABCD.jpeg added by Kenneth Keenan on 08/03/2021 04:57:00

*** Web - Advice created on 08/03/2021 13:20:37 and created by Brian Hernandez ***
1: I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 08/03/2021 13:21:05 ***
PWA Case created for RA Case 14273380 by Brian Hernandez

*** 08/03/2021 13:21:05 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,902

Prod Date: 08/01/2013 **Warranty Start Date:** 06/30/2014

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Aidan Velazquez **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 07/20/2021 14:54:49 ***
Contact = Aidan Velazquez, Priority = Standard, Sub Status = Dispatched

*** 07/20/2021 14:54:49 ***
Web - Problem Description created on 07/20/2021 14:54:49 and created by Aidan Velazquez
customer states vehicle is overheating , smells like burnt and noticed coolant reservoir low and leaking coolant, looks muddy

*** 07/20/2021 14:54:49 ***
Web - Diagnostics created on 07/20/2021 14:54:49 and created by Aidan Velazquez
upon further found coolant leaking from head gasket , pictures will be attached , and found coolant reservoir low and signs of leaking around it

*** 07/20/2021 14:56:33 ***
5EA6BB97-16EC-498E-9E4B-46C3477C3987.jpeg added by Aidan Velazquez on 07/20/2021 14:56:32

*** 07/20/2021 14:56:35 ***
F4B172DC-7B8B-47ED-8223-BCE6C0F2C580.jpeg added by Aidan Velazquez on 07/20/2021 14:56:33

*** 07/20/2021 14:56:36 ***
66B664CD-F70B-4FF8-9AE2-1BAD14513473.jpeg added by Aidan Velazquez on 07/20/2021 14:56:35

*** 07/21/2021 07:13:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/21/2021 07:16:22 and created by Tony Thomas ***
1: Validate proper maintenance and get approval to pull the heads for inspection.

*** Service Alert Escalated to CA as: 14276923 on 07/27/2021 01:05:42 (PST)

*** Case has been auto closed by the system on 08/06/2021 01:17:08 (PST)
*** 08/07/2021 14:09:46 ***
Case Number: XXXXXXXX Reopen Requested by Aidan Velazquez.
Reason: [customer approved tear down , and found head bolts stripped while attempting to remove cylinder heads]

*** 08/08/2021 09:58:23 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/08/2021 09:58:59 and created by Tony Thomas ***
1: Attach a photo of the head bolts and valve train.

*** 08/09/2021 08:32:40 ***
52DE4994-8A56-4450-8135-3D11EE4B33DF.jpeg added by Aidan Velazquez on 08/09/2021 08:32:38

*** 08/09/2021 08:32:41 ***
821829B7-219E-4231-9CE2-27574F02E57E.jpeg added by Aidan Velazquez on 08/09/2021 08:32:40

*** 08/09/2021 08:32:43 ***
C91028E3-8367-4BB2-A864-B9C5F50B7173.jpeg added by Aidan Velazquez on 08/09/2021 08:32:42

*** Web - Advice created on 08/09/2021 08:38:23 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 08/09/2021 08:38:43 ***
PWA Case created for RA Case 14273827 by Tony Thomas

*** 08/09/2021 08:38:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,251

Prod Date: 02/07/2014 **Warranty Start Date:** 03/19/2014

Dealer/Contact Data:

Dealer: AL023 Brewbaker Kia

Phone: 3342714111 **FAX:** 3342716076

Contact: Shane Matherson **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 08/11/2021 06:51:13 ***
Contact = Shane Matherson, Priority = Standard, Sub Status = Dispatched

*** 08/11/2021 06:51:14 ***
Web - Problem Description created on 08/11/2021 06:51:14 and created by Shane Matherson
Customer states vehicle is still leaking oil.

*** 08/11/2021 06:51:14 ***
Web - Diagnostics created on 08/11/2021 06:51:14 and created by Shane Matherson
Last visit I replaced oil pressure switch and GDI high pressure line,cleaned area,today found oil leaking from rear cylinder head at head gasket area.

*** 08/11/2021 06:51:15 ***
20210811_084232.jpg added by Shane Matherson on 08/11/2021 06:51:15

*** 08/11/2021 06:51:16 ***
20210811_083951.jpg added by Shane Matherson on 08/11/2021 06:51:16

*** 08/11/2021 08:54:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 08/11/2021 09:00:06 and created by Juan Vazquez ***
1: Thank you for that information. Please use a mirror to verify oil is not coming from under the intake manifold. Clean surface and run vehicle to determine exact location of leak.

It may be necessary to add oil dye and if leak is under the intake, the manifold may have to be removed to determine the origin of this leak.
2: NOTE: If it is determined that leak is coming from the head gasket, we will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you."

*** Service Alert Escalated to CA as: 14313612 on 08/12/2021 01:07:46 (PST)

*** Web - FTS Note created on 08/23/2021 08:57:14 and created by Jeffrey Nelson ***
Shane,
Please provide an update for this case. If assistance is no longer needed, please close the case.

*** Research - Advice created on 08/23/2021 11:00:09 and created by Juan Vazquez ***
1: .

*** 08/23/2021 11:06:13 ***
Web - Note created on 08/23/2021 11:06:13 and created by Shane Matherson
I have some engine oil dye,just need to get the intake back off to inspect area.

*** Web - Advice created on 08/23/2021 15:25:01 and created by Juan Vazquez ***
1: Thank you for the update

*** 08/30/2021 09:02:41 ***
Web - Note created on 08/30/2021 09:02:41 and created by Shane Matherson
Still have to remove intake to diag.

*** Web - Advice created on 08/30/2021 14:07:23 and created by Juan Vazquez ***
1: Thank you for the updae

*** Web - Advice created on 08/30/2021 14:07:36 and created by Juan Vazquez ***
1: Thank you for the update

*** 09/14/2021 05:54:51 ***
Web - Note created on 09/14/2021 05:54:51 and created by Shane Matherson
Intake will be removed today.

*** Web - Advice created on 09/14/2021 15:07:48 and created by Juan Vazquez ***
1: Thank you for the update

*** 09/16/2021 07:04:36 ***
Web - Note created on 09/16/2021 07:04:36 and created by Shane Matherson
Removed intake and found oil dye coming from head gasket seam,removed rear valve cove and camshaft,found front corner head bolt loose and will not tighten,removed head bolt and found block threads on head bolt. See video.

*** 09/16/2021 07:05:10 ***
20210916_085018.mp4 added by Shane Matherson on 09/16/2021 07:04:37

*** Phone - Advice created on 09/16/2021 12:45:16 and created by Brian Lall ***
1: Shane called and let me know about the previous notes and that he attached a video showing the head bolt with the damaged threads from the block. I advised I will review the video and when I confirm I will let the agent working with him know so when he is available he can proceed with the PWA process.

*** Web - Advice created on 09/16/2021 13:11:14 and created by Juan Vazquez ***
1: "Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you."

*** 09/16/2021 13:11:33 ***
PWA Case 14377938 created by Juan Vazquez

*** 09/16/2021 13:11:37 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,165

Prod Date: 04/24/2013 **Warranty Start Date:** 07/03/2013

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: DUSTIN MAY **Contact Title:** Parts Specialist **Service District:** WE01

Case Details:

Case Title: Engine - Stalling #

Symptom: Stalling **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: headbolts

Case History

*** 08/11/2021 13:50:16 ***
Contact = DUSTIN MAY, Priority = Standard, Sub Status = Dispatched

*** 08/11/2021 13:50:16 ***
Web - Problem Description created on 08/11/2021 13:50:16 and created by DUSTIN MAY
C/S vehicle shut off while driving.

*** 08/11/2021 13:50:17 ***
Web - Diagnostics created on 08/11/2021 13:50:17 and created by DUSTIN MAY
Verified concern found vehicle to have excessive blow by. Coolant reservoir has a lot of bubbles coming up and oil inside and white smoke coming out of the tail pipe. will send video of bubbles and

*** 08/11/2021 13:54:53 ***
20210811_135309.mp4 added by DUSTIN MAY on 08/11/2021 13:54:43

*** Service Alert Escalated to CA as: 14313646 on 08/12/2021 01:07:46 (PST)

*** 08/12/2021 05:22:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/12/2021 05:28:23 and created by Greg Phillips ***
1: Dustin, have you pressure tested this system or run a block test on it? Your video doesn't really show anything. The movement that we can see in the video could be an air bubble. And there is virtually no smoke form the tailpipe visible in the video. Has this vehicle overheated? Are there external coolant or oil leaks around the head gaskets? Is there sludge in this engine? There are no Dealer oil service records on this that I can find. I need more than what's in the video, the video doesn't really show us much.

*** 08/12/2021 09:10:13 ***

16287845778389865858 52.jpg added by DUSTIN MAY on 08/12/2021 09:10:13

*** 08/12/2021 09:12:14 ***
Web - Note created on 08/12/2021 09:12:14 and created by DUSTIN MAY
uploaded a pic of block test results as for any leaks there are none and no signs of sludge.

*** Web - Advice created on 08/12/2021 11:06:45 and created by Greg Phillips ***
1: I would recommend next start disassembling the heads to see if this is more than just a head gasket. Look for coolant in cylinders or misfires, to determine which bank it is. And if you find head bolts that are stripped along the way, stop and let me know. Otherwise, inspect the head gasket, block and head.

*** 08/12/2021 14:02:54 ***
Web - Note created on 08/12/2021 14:02:54 and created by DUSTIN MAY
upon tear down i did find that the back corner head bolt on the rear head is stripped.

*** Web - Advice created on 08/12/2021 14:38:18 and created by Greg Phillips ***
1: This will need an engine. You guys are DSA Level A, so you don't need a PWA for it.

*** 08/25/2021 09:36:03 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: headbolts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,420

Prod Date: 01/19/2018 **Warranty Start Date:** 03/10/2018

Dealer/Contact Data:

Dealer: FL157 Kia of Port Charlotte

Phone: 9412496171 **FAX:** 9416132227

Contact: Dominic Pappalardo **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 08/18/2021 08:13:34 ***
Contact = Dominic Pappalardo, Priority = Standard, Sub Status = Dispatched

*** 08/18/2021 08:13:34 ***
Web - Problem Description created on 08/18/2021 08:13:34 and created by Dominic Pappalardo
C/S that there is an oil leak maybe from oil pan

*** 08/18/2021 08:13:34 ***
Web - Diagnostics created on 08/18/2021 08:13:34 and created by Dominic Pappalardo
I did verify leak from oil pan . Also I found dried up coolant residue on exhaust manifold stud . Looks like possible head gasket leak . I fear that the threads for the head bolts are stripped in the block . I have seen this a few times . Pictures to follow

*** 08/18/2021 08:15:18 ***
D5189E78-55CA-46AB-A885-4CC4E178005B.jpeg added by Dominic Pappalardo on 08/18/2021 08:15:18

*** 08/18/2021 08:15:19 ***
D6A51415-C474-4818-BF82-149FE3CFDB29.jpeg added by Dominic Pappalardo on 08/18/2021 08:15:19

*** 08/18/2021 08:15:20 ***
AA9626BB-7313-4EE1-846F-AF319A84A1F6.jpeg added by Dominic Pappalardo on 08/18/2021 08:15:20

*** 08/18/2021 11:10:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/18/2021 11:16:50 and created by Eric Patterson ***
1: Thank you for the attachments in the case.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the

heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** Web - Advice created on 08/18/2021 11:17:10 and created by Eric Patterson ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures

*** 08/18/2021 11:17:22 ***
PWA Case created for RA Case 14324252 by Eric Patterson

*** 08/18/2021 11:17:22 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,873

Prod Date: 01/14/2014 **Warranty Start Date:** 02/07/2015

Dealer/Contact Data:

Dealer: UT010 Jerry Seiner Kia, Salt Lake

Phone: 8019525850 **FAX:** 8019774099

Contact: James Baker **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 08/23/2021 11:23:07 ***
Contact = James Baker, Priority = Standard, Sub Status = Dispatched

*** 08/23/2021 11:23:07 ***
Web - Problem Description created on 08/23/2021 11:23:07 and created by James Baker
The vehicle has been severely over heated.

*** 08/23/2021 11:23:08 ***
Web - Diagnostics created on 08/23/2021 11:23:08 and created by James Baker
Performed a cooling system block check the color of fluid changed before I could even show you in the video. Coolant has gotten into the crankcase and mixed with the oil. The front head gasket is leaking coolant.

*** 08/23/2021 11:28:32 ***
20210823_120348.mp4 added by James Baker on 08/23/2021 11:28:25

*** 08/23/2021 11:28:33 ***
20210823_121442.jpg added by James Baker on 08/23/2021 11:28:32

*** 08/23/2021 11:28:34 ***
20210823_121415.jpg added by James Baker on 08/23/2021 11:28:33

*** 08/23/2021 11:28:35 ***
20210823_121210.jpg added by James Baker on 08/23/2021 11:28:34

*** 08/23/2021 11:28:36 ***
20210823_120536.jpg added by James Baker on 08/23/2021 11:28:36

*** 08/23/2021 11:28:37 ***
20210823_120524.jpg added by James Baker on 08/23/2021 11:28:37

*** 08/23/2021 13:48:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/23/2021 13:51:24 and created by Jay Jurado ***
1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 08/23/2021 13:51:52 ***
PWA Case 14333117 created by Jay Jurado

*** 08/23/2021 13:51:56 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,612

Prod Date: 03/01/2014 **Warranty Start Date:** 03/28/2014

Dealer/Contact Data:

Dealer: CA319 Car Pros Kia Moreno Valley

Phone: 9514974500 **FAX:** 9516028143

Contact: Marcos Dionicio-Rosale **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 08/24/2021 09:36:03 ***
Contact = Marcos Rosales, Priority = Standard, Sub Status = Dispatched

*** 08/24/2021 09:36:03 ***
Web - Problem Description created on 08/24/2021 09:21:55 and created by Marcos Rosales
Customer states the vehicle started to overheat. The thermostat and radiator cap has been replaced and the vehicle continues to overheat.

*** 08/24/2021 09:36:03 ***
Web - Diagnostics created on 08/24/2021 09:21:55 and created by Marcos Rosales
Verify customer's concern; found engine overheating. Perform cooling system pressure test; no leaks found. Perform scan test; no DTCs found at ECM. While engine running; found bubbles coming at coolant reservoir. Perform combustion leakage test; failed twice.

*** 08/24/2021 14:15:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/24/2021 14:17:03 and created by Frank Lusic ***
1: Hello Marcus
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 14293158 on 08/25/2021 01:06:36 (PST)

*** Case has been auto closed by the system on 09/09/2021 01:21:35 (PST)
*** 09/16/2021 14:27:12 ***

Case Number: XXXXXXXX Reopen Requested by Marcos Rosales.
Reason: [Customer approved teardown. Inspect and found stripped head bolts on both banks.]

*** 09/16/2021 14:42:01 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/16/2021 14:42:36 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/16/2021 14:42:54 ***
PWA Case 14378171 created by Frank Lusic

*** 09/16/2021 14:42:58 ***
I have generated and approved a PWA case for you.

*** 11/23/2021 11:06:32 ***
Case Number: XXXXXXXX Reopen Requested by Marcos Rosales.
Reason: [Reman short block not properly rebuilt.]

*** 11/23/2021 12:00:52 ***
Reopen Denied by Frank Lusic
Reason: This is s new concern , please open a new RA case

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,891

Prod Date: 04/22/2014 **Warranty Start Date:** 05/19/2014

Dealer/Contact Data:

Dealer: CA315 Kia of Chula Vista

Phone: 6196562700 **FAX:** 6196563349

Contact: David Angulo **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 08/25/2021 07:26:54 ***
Contact = David Angulo, Priority = Standard, Sub Status = Dispatched

*** 08/25/2021 07:26:55 ***
Web - Problem Description created on 08/25/2021 07:26:55 and created by David Angulo
customer states engine is over heating

*** 08/25/2021 07:26:56 ***
Web - Diagnostics created on 08/25/2021 07:26:55 and created by David Angulo
verified, performed a coolant pressure test and found coolant leaking from back 1 in between the cylinder head and block by cylinders 3 and 5. no other leaks were found

*** 08/25/2021 10:26:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 08/25/2021 10:28:47 and created by Jay Jurado ***
1: Please check to see if any of the head bolt threads have pulled out of the block. Please attach photos for review. Thanks.

*** 08/25/2021 14:36:35 ***
Web - Note created on 08/25/2021 14:36:34 and created by David Angulo
found hear bolt tread pulled out. Attached id pic

*** 08/25/2021 14:36:36 ***
16299273139594617712789169433454.jpg added by David Angulo on 08/25/2021 14:36:35

*** Web - Advice created on 08/25/2021 15:42:44 and created by Jay Jurado ***
1: Thanks for the photo. Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 08/25/2021 15:43:42 ***

PWA Case created for RA Case 14337262 by Jay Jurado

*** 08/25/2021 15:43:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 44,591

Prod Date: 02/18/2013 **Warranty Start Date:** 08/31/2013

Dealer/Contact Data:

Dealer: TX151 Central Kia of Plano

Phone: 9724225300 **FAX:** 9725169196

Contact: Emily Bradbury **Contact Title:** Parts and Service Director **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/24/2021 11:21:10 ***
Contact = Emily Bradbury, Priority = Standard, Sub Status = Dispatched

*** 08/24/2021 11:21:10 ***
Web - Problem Description created on 08/24/2021 11:21:10 and created by Emily Bradbury
NEED TECHLINE PWA ENGINE CASE DUE TO BUY/SELL WARRANTY SUPPORT HAS APPROVED AND REQUESTED THIS THEIR CASE# IS 13973198. THIS CUSTOMER ALSO SHOWED THEY WERE THE ORIGNAL OWNER AT THE TIME OF THE REPAIR AND SINCE THEN IT DOESN'T SO I'M NOT SURE IF THEY'VE SOLD THE CAR DURING THIS TIME THAT WE'VE BEEN WORKING WITH WARRANTY SUPPORT. I'VE UPLOADED A COPY OF THE DCS FROM WHEN THE RO WAS CREATED SHOWING THEY WERE THE ORIGINAL OWNER.

*** 08/24/2021 11:21:11 ***
Web - Diagnostics created on 08/24/2021 11:21:11 and created by Emily Bradbury
WE WERE AN A DEALER AS TX129 WHEN ENGINE WAS APPROVED AND ORDERED. IT WAS INSTALLED WITH THE NEW DEALER CODE TX151 AND WE STARTED AS A B DEALER SINCE
THEIR WAS NO HISTORY FOR THE NEW DEALERSHIP.

*** 08/24/2021 11:21:11 ***
buy sell spreadsheet.xlsx added by Emily Bradbury on 08/24/2021 11:21:11

*** 08/24/2021 11:21:12 ***
MARTINEZ DCS.pdf added by Emily Bradbury on 08/24/2021 11:21:12

*** 08/24/2021 16:08:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/24/2021 16:10:35 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 08/24/2021 16:15:37 and created by John Rehm ***

1: Emily, what was the engine failure and conditions? I need to note this in the case. Since self authorized, I can not see what was the failure.
What was the reason the engine was replaced?

*** 08/25/2021 06:14:35 ***
Web - Note created on 08/25/2021 06:14:35 and created by Emily Bradbury
THE CYLINDER HEAD BOLTS WERE LOOSE AND THE THREADS PULLED FROM THE BLOCK WHICH CAUSED THE OIL TO MIX WITH THE COOLANT.

*** Web - Advice created on 08/25/2021 07:46:55 and created by John Rehm ***
1: Thank you Emily.
Buy/Sell Tx 151 on the list, ok/
I have generated and approved a PWA case for you.

<For Internal Use Only
Buy/Sell Tx 151 on the list, ok///>

*** Web - Advice created on 08/25/2021 07:52:41 and created by John Rehm ***
1: I was going to approve this per email instructions to approve, but see this is not covered under power train warranty any longer. I have emailed the team for further information.

*** 08/25/2021 07:58:27 ***
Web - Note created on 08/25/2021 07:58:27 and created by Emily Bradbury
Correct she has since sold the car I believe in April which is why I attached a copy of the DCS from when the engine was replaced in December showing she was the original owner at the time.

*** Web - Advice created on 08/25/2021 08:05:28 and created by John Rehm ***
1: Ok,
I did see that and am waiting on correspondence from the team. There is no way I can override currently and this was not a parts warranty replacement.

*** 08/25/2021 08:07:47 ***
Web - Note created on 08/25/2021 08:07:47 and created by Emily Bradbury
Okay thanks for your help

*** Web - Advice created on 08/25/2021 08:12:53 and created by John Rehm ***
1: No problem, I will update when I have further info.

*** 08/26/2021 12:14:36 ***
Web - Note created on 08/26/2021 12:14:36 and created by Emily Bradbury
Warranty support has fixed the power train warranty it now shows they are the original owner.

*** Web - Advice created on 08/26/2021 13:19:31 and created by John Rehm ***
1: The warranty on the case still shows not covered. I will reach out to the team for further information.
We may need to adjust this.

*** Web - Advice created on 08/26/2021 13:22:18 and created by John Rehm ***
1: Please note the current mileage, and attach a short video showing the VIN and the current mileage. The most recent paid claim was 44,896 in April of this year.

*** Web - Advice created on 08/26/2021 13:24:41 and created by John Rehm ***
1: Disregard, the last note. This has been corrected.
I have generated and approved a PWA case for you.

<For Internal Use Only
Buy/Sell Tx 151 on the list, ok///>

*** 08/26/2021 13:25:00 ***
PWA Case created for RA Case 14335399 by John Rehm

*** 08/26/2021 13:25:00 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 970

Prod Date: 04/23/2014 **Warranty Start Date:** 05/30/2014

Dealer/Contact Data:

Dealer: AZ032 Mark Kia

Phone: 4804255300 **FAX:** 4809945711

Contact: Jesse Quintana **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine Mechanical #

Symptom: General Info **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 08/26/2021 14:50:24 ***
Contact = Jesse Quintana, Priority = Standard, Sub Status = Dispatched

*** 08/26/2021 14:50:24 ***
Web - Problem Description created on 08/26/2021 14:50:24 and created by Jesse Quintana
found cylinder head to be leaking coolant

*** 08/26/2021 14:50:24 ***
Web - Diagnostics created on 08/26/2021 14:50:24 and created by Jesse Quintana
upon removal of cylinder head. head bolt threads come out with bolt

*** 08/26/2021 14:51:20 ***
55741867-8F02-4687-9220-ABCD487C3A2A.jpeg added by Jesse Quintana on 08/26/2021 14:51:20

*** Service Alert Escalated to CA as: 14341834 on 08/27/2021 01:06:43 (PST)

*** 08/27/2021 07:31:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/27/2021 07:33:40 and created by Frank Lusic ***
1: Hello Jesse
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/27/2021 07:33:58 ***
PWA Case 14342357 created by Frank Lusic

*** 08/27/2021 07:34:06 ***

I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,339

Prod Date: 03/23/2013 **Warranty Start Date:** 04/20/2013

Dealer/Contact Data:

Dealer: UT008 Jerry Seiner Kia

Phone: 8014956950 **FAX:** 8014956974

Contact: Kyle Padilla **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 08/20/2021 09:43:36 ***
Contact = Kyle Padilla, Priority = Standard, Sub Status = Dispatched

*** 08/20/2021 09:43:36 ***
Web - Problem Description created on 08/20/2021 09:43:36 and created by Kyle Padilla
VEHICLES UPPER RADIATOR HOSE BLEW AND LEAKED COOLANT.

*** 08/20/2021 09:43:36 ***
Web - Diagnostics created on 08/20/2021 09:43:36 and created by Kyle Padilla
REPALCED UPPER HOSE AND FOUND OIL IN COOLANT. PEROFMRED BLOCK TEST AND TRACES OF COMBUTION GASES WERE FOUND. IS THIS CONCERN COVERED UNDER WARRANTY?

*** 08/20/2021 10:52:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/20/2021 10:55:23 and created by Frank Lusic ***
1: Hello Kyle
yes it is covered

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings
2: To remove the oil from the cooling system please use Shout laundry detergent with just water in the cooling system and the thermostat out then let the engine idle for about 30 minutes the flush with clean water then repeat if necessary until all of the oil has been removed , use about 1 cup per flushing

*** 08/20/2021 14:32:47 ***
Web - Note created on 08/20/2021 14:32:47 and created by Kyle Padilla

OK THANK YOU, I WILL UPDATE AS SOON AS POSSIBLE.

*** Web - Advice created on 08/20/2021 14:43:10 and created by Frank Lusic ***
1: Great Thank you

*** 08/27/2021 10:22:05 ***
Web - Note created on 08/27/2021 10:22:05 and created by Kyle Padilla
UPON REMOVAL OF CAMS AND RETORQUE OF HEAD BOLTS, FOUND BOLTS BETWEEN CYLINDER 4& 6 LOOSER THAN NORMAL. THREADS ARE NOT HOLDING.

*** Web - Advice created on 08/27/2021 10:40:36 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/27/2021 10:40:54 ***
PWA Case created for RA Case 14329281 by Frank Lusic

*** 08/27/2021 10:40:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,443

Prod Date: 06/11/2018 **Warranty Start Date:** 07/15/2018

Dealer/Contact Data:

Dealer: NM020 Santa Fe Kia

Phone: 5059821957 **FAX:** 5059820640

Contact: Monserrat Chavez **Contact Title:** Technician Trainee **Service District:** SW09

Case Details:

Case Title: Engine - Overheats # Warped Cylinder Heads

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: NO LEAK

Case History

*** 09/07/2021 09:28:29 ***
Contact = Monserrat Chavez, Priority = Standard, Sub Status = Dispatched

*** 09/07/2021 09:28:29 ***
Web - Problem Description created on 09/07/2021 08:53:26 and created by Monserrat Chavez
Customer states vehicle is overheating while driving.

*** 09/07/2021 09:28:29 ***
Web - Diagnostics created on 09/07/2021 08:53:27 and created by Monserrat Chavez
Confirmed customer concern, checked for codes and there's no present codes at this time, coolant was low added coolant and performed cooling filling procedure with KDS, took vehicle for a drive and when got back to the shop noticed that exhaust gas was coming out of the coolant reservoir, performed a combustion leak test and fluid turned yellow.

*** 09/07/2021 11:20:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/07/2021 11:21:43 and created by Eddie Milton ***
1: Good afternoon, Monserrat. Can you please inspect both heads for any external coolant leaks?

*** 09/07/2021 15:21:10 ***
Web - Note created on 09/07/2021 15:21:09 and created by Monserrat Chavez
No evidence of any external leaks to cylinder heads.

*** Web - Advice created on 09/07/2021 15:25:46 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 09/17/2021 08:42:18 ***
Web - Note created on 09/17/2021 08:42:18 and created by Monserrat Chavez
Treads in the block and head bolts were fine, checked flatness on cylinder heads with a straight edge and filler gauge and I was able to pass through with filler gauge .004 in. in between straight edge and cylinder heads, both of the cylinder heads are out of spec.

*** Web - Advice created on 09/20/2021 08:35:25 and created by Eddie Milton ***
1: Monserrat, did you check the trueness of the block as well?

*** 09/23/2021 08:05:56 ***
Web - Note created on 09/23/2021 08:05:56 and created by Monserrat Chavez
Cylinder block is good checked it with straight edge and is in specification.

*** Web - Advice created on 09/23/2021 08:17:37 and created by Eddie Milton ***
1: Thank you for the update.

2: Monserrat, I recommend to replace the heads. Please update the case once they have been replaced.

*** Case has been auto closed by the system on 10/09/2021 01:20:41 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,890

Prod Date: 03/28/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: CT006 Crowley Kia

Phone: 8605894444 **FAX:** 8605834813

Contact: Joseph Morelli **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: V bolts >A

Case History

*** 09/07/2021 11:30:36 ***
Contact = Joseph Morelli, Priority = Standard, Sub Status = Dispatched

*** 09/07/2021 11:30:36 ***
Web - Problem Description created on 09/07/2021 10:45:58 and created by Joseph Morelli
Truck brought in with the check engine light on and customer said oil in coolant

*** 09/07/2021 11:30:36 ***
Web - Diagnostics created on 09/07/2021 10:45:58 and created by Joseph Morelli
brought in there is oil in recovery tank, removed radiator cap clean green antifreeze put a funnel in ran got hot and the coolant started to accumulate oil

*** 09/07/2021 11:30:38 ***
16310392966054372754552713422453.jpg added by Joseph Morelli on 09/07/2021 11:30:37

*** 09/07/2021 13:40:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/07/2021 13:50:25 and created by Eric Patterson ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Case has been auto closed by the system on 09/23/2021 01:17:15 (PST)
*** 01/03/2022 06:45:42 ***
Case Number: XXXXXXXX Reopen Requested by Joseph Morelli.
Reason: [Finally tore down bank one lower front bolt had no torque]

*** 01/03/2022 07:22:24 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/03/2022 07:23:10 and created by Eric Patterson ***
1: Please add a video to the case of what you were advising on the "NO TORQUE" Thank you

*** Web - Advice created on 01/03/2022 07:24:29 and created by Eric Patterson ***
1: Also why so long between the tear down?
Has the vehicle been there this whole time?
Is there a new RO and RO date?

*** 01/03/2022 09:05:37 ***
Web - Note created on 01/03/2022 09:05:37 and created by Joseph Morelli
The customer was going to tow it out because I had 4 tear down short block deals and covid out for weeks. They never did so here we are, its the original ro

*** 01/03/2022 09:10:56 ***
20220103_120647.mp4 added by Joseph Morelli on 01/03/2022 09:10:28

*** Web - Advice created on 01/03/2022 14:44:48 and created by Eric Patterson ***
1: Ok Thank you

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 01/03/2022 14:44:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/03/2022 14:44:56 ***
PWA has been authorized by Eric Patterson

*** 01/03/2022 14:44:56 ***
Case closed by Eric Patterson with Resolution Code : Damaged Component
[Resolution Summary]
V bolts >A

*** Service Alert Escalated to CA as: 14452022 on 01/04/2022 01:06:37 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 28,291

Prod Date: 11/20/2017 **Warranty Start Date:** 06/27/2018

Dealer/Contact Data:

Dealer: GA033 Kia Autosport

Phone: 7063414444 **FAX:** 7063414498

Contact: Justin Mccarty **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 09/07/2021 12:54:55 ***
Contact = Justin Mccarty, Priority = Standard, Sub Status = Dispatched

*** 09/07/2021 12:54:56 ***
Web - Problem Description created on 09/07/2021 12:53:44 and created by Justin Mccarty
I have this sorento here that the customer states the vehicle is overheating. I have confirmed the customer concern. I have found traces of coolant leaking in the valley of the engine. I have removed both the upper and lower intake manifolds and am uploading photos to the case for your review. I have also performed a coolant pressure test and did not see any leakage but I do smell coolant.

*** 09/07/2021 12:54:56 ***
Web - Diagnostics created on 09/07/2021 12:54:56 and created by Siebel eSupport
see above

*** 09/07/2021 13:00:05 ***
20210907_152950.jpg added by Justin Mccarty on 09/07/2021 13:00:04

*** 09/07/2021 13:00:07 ***
20210907_153615.jpg added by Justin Mccarty on 09/07/2021 13:00:06

*** 09/07/2021 15:17:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 09/07/2021 15:24:56 and created by Jay Jurado ***
1: Please check to see if any of the head bolt threads have pulled out of the block. Thanks.

*** 09/08/2021 12:06:32 ***
Web - Note created on 09/08/2021 12:06:32 and created by Justin Mccarty
As I was checking to see if there were any stripped threads in the head bolts I was on bank 1 and I was putting a good amount of force on the head bolts, not enough to turn them, but enough to check for stripped threads, and I got to one on

bank 1 and the head bolt snapped.

*** Web - Advice created on 09/08/2021 13:55:24 and created by Jay Jurado ***
1: Can you attach a photo of the issue for review?

*** 09/08/2021 14:12:33 ***
Web - Note created on 09/08/2021 14:12:33 and created by Justin Mccarty
Photo attached

*** 09/08/2021 14:12:34 ***
20210908_171053.jpg added by Justin Mccarty on 09/08/2021 14:12:34

*** Web - Advice created on 09/08/2021 15:33:57 and created by Jay Jurado ***
1: Thanks for the photo. Were you able to continue and find any threads that have pulled out?

*** 09/09/2021 14:36:44 ***
Web - Note created on 09/09/2021 14:36:43 and created by Justin Mccarty
I continued checking and I did not find any with the threads pulled out

*** Web - Advice created on 09/09/2021 15:48:49 and created by Jay Jurado ***
1: For both banks?

*** 09/10/2021 05:26:21 ***
Web - Note created on 09/10/2021 05:26:21 and created by Justin Mccarty
yes I have checked both banks

*** Web - Advice created on 09/10/2021 07:42:24 and created by Jay Jurado ***
1: Do any of the spark plugs show signs of burning coolant? Are you able to remove the head and remove the broken head bolt stud?

*** 09/10/2021 10:00:50 ***
Web - Note created on 09/10/2021 10:00:49 and created by Justin Mccarty
The spark plugs do not show signs of burning coolant. I was able to remove the broken head bolt.

*** Web - Advice created on 09/10/2021 11:58:21 and created by Jay Jurado ***
1: Thanks for doing that. Can you inspect the Water Temperature Control Assembly and see if there are any signs of coolant leaking from it?

*** 09/10/2021 13:43:28 ***
Web - Note created on 09/10/2021 13:43:27 and created by Justin Mccarty
I have inspected the water temperature control assembly and there are no signs of leakage. I did find a seal on the lower intake that is cracked. I am uploading a photo to the case for your review.

*** 09/10/2021 13:44:26 ***
20210910_164237.jpg added by Justin Mccarty on 09/10/2021 13:44:25

*** Web - Advice created on 09/11/2021 08:00:16 and created by Jay Jurado ***
1: What condition are the O-rings in, off the water pipe? Does the water pipe have any cracks in it?

*** 09/13/2021 07:18:10 ***
Web - Note created on 09/13/2021 07:18:10 and created by Justin Mccarty
The o rings on the water pipe are in good condition, I do not see any signs of coolant leaking or cracks in the water pipe

*** Web - Advice created on 09/13/2021 08:35:36 and created by Jay Jurado ***
1: Reviewing.

*** Web - Advice created on 09/13/2021 09:40:31 and created by Jay Jurado ***
1: Case has been reviewed. Based on your information, recommend replacing the lower intake plenum/gaskets, and head gasket/head bolts on the side where the head bolt broke. If the repair cost exceeds $1500 then please contact your DPSM for approval. Verify repair afterwards. Thanks.

*** Service Alert Escalated to CA as: 14371097 on 09/14/2021 01:07:08 (PST)

*** Case has been auto closed by the system on 09/29/2021 01:19:37 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,221

Prod Date: 09/10/2014 **Warranty Start Date:** 11/29/2014

Dealer/Contact Data:

Dealer: OH007 Jeff Wyler Kia

Phone: 5137523447 **FAX:** 5137532290

Contact: Alison Westrate **Contact Title:** Service Manager **Service District:** CE03

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/09/2021 05:31:40 ***
Contact = Joshua Potts, Priority = Standard, Sub Status = Assigned

*** 09/09/2021 05:31:40 ***
Web - Problem Description created on 09/09/2021 05:31:40 and created by Joshua Potts
Customer states car started to make noise like fans continue to run after car is shut off. Then ac quit working and have to keep adding coolant to resevoir

*** 09/09/2021 05:31:41 ***
Web - Diagnostics created on 09/09/2021 05:31:41 and created by Joshua Potts
I verified concern and found that the head gasket are faulty. I also checked to see if head bolt was stripped because we have seen this a few times. The head bolt are stripped out. Will attach video and pics.

*** 09/09/2021 05:31:49 ***
20210908_155704.mp4 added by Joshua Potts on 09/09/2021 05:31:41

*** 09/09/2021 05:31:50 ***
20210908_155955.jpg added by Joshua Potts on 09/09/2021 05:31:49

*** Web - Advice created on 09/09/2021 07:40:24 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/09/2021 07:40:32 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/09/2021 07:40:33 ***
PWA has been authorized by Eddie Milton

*** 09/09/2021 07:40:33 ***
Case closed by Eddie Milton with Resolution Code : Damaged Component
[Resolution Summary]

*** 12/16/2021 08:28:54 ***
Case Number: XXXXXXXX Reopen Requested by Alison Westrate.
Reason: [After engine replacement vehicle started and ran for about 10 seconds then shut off. Sounded like a bearing locked up, vehicle will not turn over completely. Will spin some and then stops, sounded like it was bottom of engine.]

*** 12/16/2021 08:39:42 ***
Reopen Denied by Eddie Milton
Reason: Please open a new case

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 102,086

Prod Date: 11/01/2013 **Warranty Start Date:** 02/19/2014

Dealer/Contact Data:

Dealer: CA317 Premier Kia of Carlsbad

Phone: 7602082237 **FAX:**

Contact: Daniel Berumen **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: NO WARRANTY

Case History

*** 09/13/2021 12:07:01 ***
Contact = Daniel Berumen, Priority = Standard, Sub Status = Dispatched

*** 09/13/2021 12:07:01 ***
Web - Problem Description created on 09/13/2021 12:07:01 and created by Daniel Berumen
Customer states vehicle is overheating

*** 09/13/2021 12:07:01 ***
Web - Diagnostics created on 09/13/2021 12:07:01 and created by Daniel Berumen
Verified customers concern engine is over heating and blowing smoke scanned vehicle for codes none found monitored live data and was able to see misfires counts on cilindersb1,v3b, and 5 was authorize tare down remove bank one valve cover and camshafts foun 2 head bolts stripped please advise

*** 09/13/2021 12:20:38 ***
20210913_121455.mp4 added by Daniel Berumen on 09/13/2021 12:19:49

*** 09/13/2021 12:23:21 ***
20210913_122136.mp4 added by Daniel Berumen on 09/13/2021 12:23:03

*** 09/13/2021 14:13:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/13/2021 14:20:38 and created by Eddie Milton ***
1: Good work, Daniel. I would recommend to replace the engine, but, unfortunately, this concern will only be covered under powertrain warranty. The customers powertrain warranty has expired.

*** Service Alert Escalated to CA as: 14371144 on 09/14/2021 01:07:08 (PST)

*** Case has been auto closed by the system on 09/29/2021 01:19:37 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 198,173

Prod Date: 08/20/2013 **Warranty Start Date:** 12/03/2013

Dealer/Contact Data:

Dealer: GA075 Kia of Lagrange

Phone: 7062985024 **FAX:** 7062985036

Contact: jacob Taunton **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Eng-Reman Engine Concern # Seized

Symptom: Seized **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 09/14/2021 13:53:37 ***
Contact = Jake Taunton, Priority = Standard, Sub Status = Dispatched

*** 09/14/2021 13:53:37 ***
Web - Problem Description created on 09/14/2021 13:53:22 and created by Jake Taunton
vehicle originally had a blown head gasket at 198,018 on 3/12/21 and a short block was approved under goodwill. we had the heads sent off to be machined and put it back together with the new short block assembly. at 198,173 on 8/17/21 engine locked up while driving.

*** 09/14/2021 13:53:37 ***
Web - Diagnostics created on 09/14/2021 13:53:22 and created by Jake Taunton
i removed the oil pan and found a bunch of metal in the oil and pan. i then removed upper oil pan and crank rod bearing caps and found that 4 crank bearings were scarred as well as cylinder walls. i have the bearing caps and bearings still out of the car and can send pictures

*** 09/14/2021 13:59:31 (GMT-08:00) Pacific Time (US & Canada) ***
Accepted, from Queue = Level 2 Restricted Dealers to WIPBin Default

*** 09/14/2021 14:00:19 (GMT-08:00) Pacific Time (US & Canada) ***
Dispatched from WIPBin = Default to Queue TL_Sorento_Sportage_Telluride by Cameron Pacheco
Reason: Non PI case

*** Service Alert Escalated to CA as: 14373645 on 09/15/2021 01:08:31 (PST)

*** 09/15/2021 05:34:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/15/2021 06:00:33 and created by Brian Lall ***

1: Jake, thanks for letting me know what you found. Please take pictures of the blue reman tag on the engine, of the metal contamination, and of the worn/damaged bearings and attach them to the case. Please also note if the oil pump or any other components were replaced when the engine was replaced. Thanks.

*** 09/30/2021 12:35:11 ***
Web - Note created on 09/30/2021 12:35:11 and created by Jake Taunton
i can not find a blue reman tag on the engine but i do have pictures of the metal in the oil pan and upper oil pan as well as the rod bearings at fault

*** 09/30/2021 12:35:13 ***
2005B481-F84E-4E4A-BC2A-D67F5E11F098.jpeg added by Jake Taunton on 09/30/2021 12:35:12

*** 09/30/2021 12:35:15 ***
EBEB4C70-74FF-436F-B4B0-8A1E62E87011.jpeg added by Jake Taunton on 09/30/2021 12:35:14

*** 09/30/2021 12:35:16 ***
D305FFD2-8E46-4469-B02E-61383FD7E1A4.jpeg added by Jake Taunton on 09/30/2021 12:35:15

*** Web - Advice created on 09/30/2021 12:55:25 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine under a parts warranty. I am going to create and authorize a PWA for you. Thanks.

*** 09/30/2021 12:55:51 ***
PWA Case 14404276 created by Brian Lall

*** 09/30/2021 12:55:58 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,446

Prod Date: 04/03/2013 **Warranty Start Date:** 05/07/2013

Dealer/Contact Data:

Dealer: IL040 Evergreen Kia

Phone: 7737794281 **FAX:** 7734760184

Contact: Mathew Stinnett **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Unusual Noise - Engine # rattle

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Timing Chain

Resolution: replaced the tensioners and

Case History

*** 09/20/2021 09:46:56 ***
Contact = Mathew Stinnett, Priority = Standard, Sub Status = Dispatched

*** 09/20/2021 09:46:56 ***
Web - Problem Description created on 09/20/2021 09:25:05 and created by Mathew Stinnett
states engine is knocking

*** 09/20/2021 09:46:56 ***
Web - Diagnostics created on 09/20/2021 09:35:31 and created by Mathew Stinnett
found the the engine has chain rattling noise coming form the timing cover. the oil is full. the coolant was a cup or two low. there is an oil looking gunk in coolant system and it keeps bubbling when running. i can see oil lightly seeping from the head gasket

*** 09/20/2021 12:07:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/20/2021 12:08:58 and created by Greg Phillips ***
<For Internal Use Only
vd>

*** Web - Advice created on 09/20/2021 13:05:44 and created by Greg Phillips ***
1: Is there any sign of coolant in the oil, or that this had overheated? Any misfires on that bank? The spark plug photo is blurry, but it kind of looks like they are ashed like it's been burning oil. Is that the bank with the leaking head gasket? You may need to remove that valve cover and check for head bolts that are loose or have threads on them pulled from the block.

*** Service Alert Escalated to CA as: 14264073 on 09/21/2021 01:06:25 (PST)

*** Case has been auto closed by the system on 10/06/2021 01:19:34 (PST)
*** 12/22/2021 09:09:34 ***

Case Number: XXXXXXXX Reopen Requested by Mathew Stinnett.
Reason: [there is no signs of oil in the coolant and no signs of coolant in the oil. the spank plugs were not from the leaking bank. i took the back valve cover off and there is no way to get to head bolts without removing cam]

*** 12/22/2021 09:21:51 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/22/2021 09:24:27 and created by Greg Phillips ***
1: If you have the right size socekt and extension, it is possible to get to some of the head bolts without removing the cams. When we do encounter one with pulled threads, it's usually one of the bolts we can get to. So I would check those first. If none are pulled, get DPSM authorization to pull the cams and head to further inspect the gasket, head and block. If you find pulled bolt threads along the way, stop, add a photo and let me know.

*** 12/22/2021 10:51:06 ***
Web - Note created on 12/22/2021 10:51:06 and created by Mathew Stinnett
So since you said it was possible, I asked around for suggestions and someone came up with an wobble head extension. Now able to check 6 of the head bolts on rear bank and none of them had loose treads.

*** Web - Advice created on 12/22/2021 14:08:41 and created by Greg Phillips ***
1: Thanks Mathew, please get DPSM authorization to proceed further and check the rest.

*** 12/23/2021 10:13:21 ***
Web - Note created on 12/23/2021 10:13:21 and created by Mathew Stinnett
so with the bolts i checked not being loose and and me not really remembering the details on cars and it being left apart. i put intake back on and ran car to hear again and check for bubbling out the coolant funnel which there was no bubbling. was a cup or so low. rattling noise sounding like it was coming from front bank timing cover or valve cover. decided to take off front valve cover and found that the front chain is loose and is the cause of the rattling. i am now convinced that none of the threads are stripped and the head gasket is fine comparing the symptoms to a V6 with actually stripped treads. sent attachment of the chain

*** Web - Advice created on 12/23/2021 10:19:09 and created by Greg Phillips ***
1: We were following the path from the leaking head gasket, oily substance in the coolant, and the coolant being low. And the coolant bubbling with the engine running. It looks like the attachment has not come through yet.

*** 12/23/2021 10:21:48 ***
20211223_121425.mp4 added by Mathew Stinnett on 12/23/2021 10:21:28

*** Web - Advice created on 12/23/2021 10:28:53 and created by Greg Phillips ***
1: Check to see if either of the CVVT is moving independently from the camshaft as well. Rotate the camshaft slightly back and forthe with a wrench and see if the CVVT moves with it.

*** 12/23/2021 13:38:23 ***
Web - Note created on 12/23/2021 13:38:22 and created by Mathew Stinnett
1. Sent attachment. The cams and CVVT do not move independently.

2. Did leak down on front bank to make sure there was no contact with piston and there was no leaking

*** 12/23/2021 13:38:50 ***
20211223_153233.mp4 added by Mathew Stinnett on 12/23/2021 13:38:23

*** Web - Advice created on 12/23/2021 13:50:43 and created by Greg Phillips ***
1: Thanks. Does the chain look stretched? I would check the OCVs for debris and bench test them for proper operation as well. And make sure the tensioner is not collapsed.

*** 12/27/2021 06:45:18 ***
211601-1.AVI added by Mathew Stinnett on 12/27/2021 06:45:17

*** 12/27/2021 06:45:19 ***
211607-1.JPG added by Mathew Stinnett on 12/27/2021 06:45:18

*** 12/27/2021 06:45:19 ***
211609-1.JPG added by Mathew Stinnett on 12/27/2021 06:45:19

*** 12/27/2021 06:45:19 ***
211612-1.JPG added by Mathew Stinnett on 12/27/2021 06:45:19

*** 12/27/2021 06:45:21 ***
211620-1.JPG added by Mathew Stinnett on 12/27/2021 06:45:21

*** 12/27/2021 06:45:21 ***
211708-1.JPG added by Mathew Stinnett on 12/27/2021 06:45:21

*** 12/27/2021 06:47:57 ***
164061644495454826010 1.jpg added by Mathew Stinnett on 12/27/2021 06:47:57

*** 12/27/2021 06:51:28 ***
Web - Note created on 12/27/2021 06:51:27 and created by Mathew Stinnett
no sure how to check chain without comparing to a new one. OCV is clear of debris and i bench tested it and worked properly (sent attachment). sent attachments of chain tensioner

*** 12/30/2021 06:01:21 ***
Web - Note created on 12/30/2021 06:01:21 and created by Mathew Stinnett
just updating case cause i got an email. waiting for response

*** 01/03/2022 08:09:54 ***
Web - Note created on 01/03/2022 08:09:54 and created by Mathew Stinnett
still waiting

*** Web - Advice created on 01/03/2022 09:12:16 and created by Greg Phillips ***
1: Sorry for the delay. I was out last week. I can't see what you are trying to show me in the chain photos. One way to check for a stretched chain would be to see if you can twist or wiggle the individual links. There should be no play in any direction on the individual links, except in the direction that they are designed to pivot, if the chain is good. I would also try rotating the engine slightly just to make sure you haven't caught it on a spot that allows brief slack without the engine running. And check for a failed tensioner.

*** 01/11/2022 10:50:45 ***
Web - Note created on 01/11/2022 10:50:45 and created by Mathew Stinnett
sorry the pics are mislabeled. those are the best pics i could get with borescope of the timing chain tensioner. i inspected the chain and compared the links to the chain on the back bank and there is no difference. in the way both chains pivot. when i rotate the tension does get tight but i felt it was way more slack than any engine I've worked on with the ratcheting tensioner. when comparing the tension on the back bank, the front bank chain get way looser than the rear. i can physically se the chain go limp in the front, the back chain may get a little slack but it stays tight against the top chain guide

*** 01/11/2022 11:19:46 ***
20220111_130112.mp4 added by Mathew Stinnett on 01/11/2022 11:18:55

*** Web - Advice created on 01/11/2022 11:49:41 and created by Greg Phillips ***
<For Internal Use Only
---
original claim - leaking head gasket, oily substance in the coolant, and the coolant being low. And the coolant bubbling with the engine running
New claim -- timing chain loose
--->

*** Web - Advice created on 01/11/2022 11:51:36 and created by Greg Phillips ***
1: I would replace the tensioner. Check the chains and guides while you have better access.

*** Case has been auto closed by the system on 01/27/2022 01:38:02 (PST)
*** 02/15/2022 11:24:01 ***

Case Number: XXXXXXXX Reopen Requested by Mathew Stinnett.
Reason: [sorry for delay. some cars came in that were top priority. i took the cover off to replace tensioner and found that the tensioner on bank one was collapsed and the guide was dangling there with no pressure on it from the tensioner. while i dont see anything else damaged or loose, i wanted to make sure that all i should replace is the tensioner. and wanted to upload video of collapsed tensioner]

*** 02/15/2022 11:26:07 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/15/2022 11:26:22 and created by Greg Phillips ***
1: Go ahead and attach your video.

*** 02/16/2022 06:10:25 ***
Web - Note created on 02/16/2022 06:10:25 and created by Mathew Stinnett
Sent attachment

*** 02/16/2022 06:11:11 ***
20220215_131951.mp4 added by Mathew Stinnett on 02/16/2022 06:10:27

*** Web - Advice created on 02/16/2022 08:21:39 and created by Greg Phillips ***
1: I would check for any signs of engine damage. Like metal debris in the OCVs or pan. Check for damage to the chain guide. Check for any sign of oil passage blockage, like overheated/blued cams. IF that is all good, go ahead and replace the tensioner. If the guide is damaged, but there is not other signs of damage, I would replace the guide as well.

*** 02/22/2022 08:00:40 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced the tensioners and no noises after being put back together

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,098

Prod Date: 04/24/2013 **Warranty Start Date:** 11/10/2013

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Eduardo Mendoza **Contact Title:** Technician Trainee **Service District:** WE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Gaskets

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 09/28/2021 08:09:33 ***
Contact = Eduardo Mendoza, Priority = Standard, Sub Status = Dispatched

*** 09/28/2021 08:09:33 ***
Web - Problem Description created on 09/28/2021 08:09:33 and created by Eduardo Mendoza
customer states that the vehicle has a big coolant leak.

*** 09/28/2021 08:09:34 ***
Web - Diagnostics created on 09/28/2021 08:09:34 and created by Eduardo Mendoza
tech performed visual inspection of the cooling system and found that around the head gasket area there was coolant leaking, tech then performed a combustion leak check on the cooling system and noted that test liquid changed colors to a yellow green color

*** 09/28/2021 09:27:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/28/2021 09:29:46 and created by Eric Patterson ***
1: Thank you

Please add picture of the head gaskets leaking and I will approve the PWA case for you

*** Service Alert Escalated to CA as: 14400771 on 09/29/2021 01:08:43 (PST)

*** 09/29/2021 09:01:17 ***
20210929_085135.jpg added by Eduardo Mendoza on 09/29/2021 09:01:17

*** 09/29/2021 09:01:19 ***
20210929_085155.mp4 added by Eduardo Mendoza on 09/29/2021 09:01:18

*** Web - Advice created on 09/29/2021 10:19:26 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
2: Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.
3: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 09/29/2021 10:19:39 ***
PWA Case 14401718 created by Eric Patterson

*** 09/29/2021 10:19:46 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,254

Prod Date: 10/16/2013 **Warranty Start Date:** 01/24/2014

Dealer/Contact Data:

Dealer: OH064 Superior Kia

Phone: 5135413300 **FAX:** 5135414859

Contact: Michael Whitney **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/29/2021 10:00:19 ***
Contact = Michael Whitney, Priority = Standard, Sub Status = Dispatched

*** 09/29/2021 10:00:19 ***
Web - Problem Description created on 09/29/2021 09:58:59 and created by Michael Whitney
Customer states. Vehicle is burning oil and is running hot

*** 09/29/2021 10:00:20 ***
Web - Diagnostics created on 09/29/2021 09:58:59 and created by Michael Whitney
Found overheating concern in regards to blown head gasket. Once the front bank cylinder head was removed. Found that the threads in the block around #6 cyl where pulled / damaged when removing bolts. Please see photos.

*** 09/29/2021 10:00:21 ***
18767B96-DC60-4E24-9380-E2F18731F746.jpeg added by Michael Whitney on 09/29/2021 10:00:20

*** 09/29/2021 10:00:22 ***
521613B9-1158-4C9C-AA20-3E7CB55D3FB2.jpeg added by Michael Whitney on 09/29/2021 10:00:21

*** 09/29/2021 10:00:22 ***
913D39B0-7B32-4DF3-A823-B7569445A751.jpeg added by Michael Whitney on 09/29/2021 10:00:22

*** 09/29/2021 10:32:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/29/2021 10:33:24 and created by Frank Lusic ***
1: Hello Michael
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/29/2021 10:33:28 ***

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/29/2021 10:33:29 ***
PWA has been authorized by Frank Lusic

*** 09/29/2021 10:33:29 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,506

Prod Date: 08/01/2013 **Warranty Start Date:** 12/20/2013

Dealer/Contact Data:

Dealer: PA063 Monroeville Kia

Phone: 4128562100 **FAX:** 4128568808

Contact: Chad Yates **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine/Transmission

Resolution: PWA Authorized

Case History

*** 09/27/2021 11:45:32 ***
Contact = Chad Yates, Priority = Standard, Sub Status = Dispatched

*** 09/27/2021 11:45:32 ***
Web - Problem Description created on 09/27/2021 11:12:57 and created by Chad Yates
THE HEAD GASKET IS BLOWN, WHITE SMOKE COMING OUT OF THE TAIL PIPE, AND CHECK ENGINE LIGHT IS ON DTC P0301.

*** 09/27/2021 11:45:32 ***
Web - Diagnostics created on 09/27/2021 11:12:57 and created by Chad Yates
PRESSURIZE THE COOLING SYSTEM AND LOOSING PRESSURE. CHECKED COOLANT LEVEL, THEIR NO COOLANT IN THE SYSTEM. CHECKED FOR COOLANT LEAKS NONE ARE PRESENT.

*** 09/27/2021 12:10:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 09/27/2021 12:15:56 and created by Brian Lall ***
1: Please remove the intake and all the spark plugs then inspect all cylinders using a bore scope and take pictures of any coolant in the cylinders or damage you find and fill the cooling system with water then pressure test it and take pictures showing the source of any coolant leak you find. Thanks.

*** 09/28/2021 11:01:05 ***
Web - Note created on 09/28/2021 11:01:05 and created by Chad Yates
Leaks found in two cylinders. Their is a knocking coming from the engine.

*** 09/28/2021 11:01:06 ***
20210928122444.jpg added by Chad Yates on 09/28/2021 11:01:06

*** 09/28/2021 11:01:06 ***
20210928122525.jpg added by Chad Yates on 09/28/2021 11:01:06

*** 09/28/2021 11:01:06 ***
20210928122638.jpg added by Chad Yates on 09/28/2021 11:01:06

*** 09/28/2021 11:01:07 ***
20210928122729.jpg added by Chad Yates on 09/28/2021 11:01:07

*** 09/28/2021 11:01:08 ***
20210928122750.jpg added by Chad Yates on 09/28/2021 11:01:07

*** 09/28/2021 11:01:08 ***
20210928122810.jpg added by Chad Yates on 09/28/2021 11:01:08

*** 09/28/2021 11:01:48 ***
20210927_163150.mp4 added by Chad Yates on 09/28/2021 11:01:08

*** 09/28/2021 11:01:51 ***
20210928_123006.jpg added by Chad Yates on 09/28/2021 11:01:48

*** 09/28/2021 11:01:52 ***
20210928_123010.jpg added by Chad Yates on 09/28/2021 11:01:51

*** 09/28/2021 12:00:08 ***
Web - Note created on 09/28/2021 12:00:08 and created by Chad Yates
I thinking the headbolts pulled threads from the blocked

*** Web - Advice created on 09/28/2021 13:58:09 and created by Brian Lall ***
1: Please remove the valve covers and attach pictures showing the condition of the valve train then check for any loose head bolts. If you find any remove them and take pictures showing any damaged threads that come out with the bolts or take a video showing they will not tighten and attach them to the case. Thanks.

*** 09/29/2021 10:59:28 ***
20210929_124618.jpg added by Chad Yates on 09/29/2021 10:59:26

*** 09/29/2021 10:59:31 ***
20210929_132629.jpg added by Chad Yates on 09/29/2021 10:59:28

*** 09/29/2021 10:59:33 ***
20210929_132831.jpg added by Chad Yates on 09/29/2021 10:59:32

*** 09/29/2021 10:59:38 ***
20210929_133134.jpg added by Chad Yates on 09/29/2021 10:59:36

*** 09/29/2021 10:59:41 ***
20210929_133137.jpg added by Chad Yates on 09/29/2021 10:59:39

*** 09/29/2021 11:00:46 ***
20210929_133312.mp4 added by Chad Yates on 09/29/2021 10:59:41

*** 09/29/2021 11:01:10 ***
20210929_134119.mp4 added by Chad Yates on 09/29/2021 11:00:46

*** 09/29/2021 11:02:15 ***
Web - Note created on 09/29/2021 11:02:14 and created by Chad Yates
Submitted valve train video, pics of the valve train, and turning the stripped bolt

*** Web - Advice created on 09/29/2021 11:05:25 and created by Brian Lall ***
1: Based on the information you have provided, my recommendation is to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you.

*** 09/29/2021 11:05:50 ***
PWA Case created for RA Case 14396997 by Brian Lall

*** 09/29/2021 11:05:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,823

Prod Date: 02/15/2014 **Warranty Start Date:** 03/21/2015

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Roberto Tolentino **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 10/04/2021 11:23:13 ***
Contact = Roberto Tolentino, Priority = Standard, Sub Status = Dispatched

*** 10/04/2021 11:23:14 ***
Web - Problem Description created on 10/04/2021 11:23:13 and created by Roberto Tolentino
customer state vehicle is over heating randomly.

*** 10/04/2021 11:23:14 ***
Web - Diagnostics created on 10/04/2021 11:23:14 and created by Roberto Tolentino
inspect vehicle, check coolant level, level okay. pressurized coolant system, hold pressure. install funnel bleed system, lot bubbles coming out funnel. lift vehicle check for signs of leak, found bank 2 cylinder head gasket leaking coolant. performed cylinder block test, blue fluid change to yellowish color. check operation of coolant fan, okay.

*** 10/04/2021 11:25:27 ***
20211004_105639.jpg added by Roberto Tolentino on 10/04/2021 11:25:26

*** 10/04/2021 11:25:28 ***
20211004_105718.jpg added by Roberto Tolentino on 10/04/2021 11:25:27

*** 10/04/2021 12:07:13 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/04/2021 12:08:36 and created by Frank Lusic ***
1: Hello Roberto
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 10/04/2021 16:39:18 ***
16333907099841536290705061891342.jpg added by Roberto Tolentino on 10/04/2021 16:39:17

*** 10/04/2021 16:39:19 ***
16333907346862761953628914247407.jpg added by Roberto Tolentino on 10/04/2021 16:39:19

*** 10/04/2021 16:41:17 ***
Web - Note created on 10/04/2021 16:41:17 and created by Roberto Tolentino
remove cams check head bolts. Bolts are crosstreaded. Spin freedly. Send you picture of head bolts cylinder bank #2

*** Service Alert Escalated to CA as: 14409862 on 10/05/2021 01:08:57 (PST)

*** Web - Advice created on 10/05/2021 05:55:44 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/05/2021 05:56:15 ***
PWA Case created for RA Case 14408709 by Frank Lusic

*** 10/05/2021 05:56:15 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,874

Prod Date: 02/26/2014 **Warranty Start Date:** 04/18/2014

Dealer/Contact Data:

Dealer: ID010 Dennis Dillon Kia

Phone: 2083884444 **FAX:** 2083366215

Contact: Branden McKibben **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 10/05/2021 13:39:21 ***
Contact = Branden Mckibben, Priority = Standard, Sub Status = Dispatched

*** 10/05/2021 13:39:21 ***
Web - Problem Description created on 10/05/2021 13:39:14 and created by Branden Mckibben
ENGINE OVERHEATING/OIL IN COOLANT

*** 10/05/2021 13:39:21 ***
Web - Diagnostics created on 10/05/2021 13:39:15 and created by Branden Mckibben
DURING VISUAL INSPECTION, FOUND NO OIL ON DIPSTICK, NO COOLANT IN RADIATOR AND COOLANT RESERVOIR FULL OF OIL. RADIATOR IS SLUDGED UP AS WELL. I FOUND THE UPPER RADIATOR HOSE BLOWN OUT. I REPLACED THE UPPER HOSE, CLEANED THE RESERVOIR AND ADDED COOLANT SO THAT I CAN TRY TO DO A BLOCK TEST. WHEN RUNNING THE ENGINE AND BURPING THE COOLING SYSTEM THE COOLANT BLOWS OUT OF THE RADIATOR LIKE A VOLCANO SO I AM UNABLE TO DO A BLOCK TEST. I KNOW IT NEEDS HEAD GASKETS BUT I WANTED TO OPEN THIS CASE TO SEE HOW YOU GUYS WOULD WANT ME TO PROCEED. IF THE UPPER HOSE CAUSED THE OVERHEATING THEN I WOULD ASSUME THAT THIS WOULD NOT BE COVERED UNDER WARRANTY. ALSO EVERY V6 IVE DONE HEAD GASKETS ON HAS ENDED UP NEEDING A SHORT BLOCK BECUASE THE HEAD BOLTS STRIP THE BLOCK OUT WHEN TRYING TO TORQUE THEM DOWN.

*** 10/05/2021 16:46:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/05/2021 16:49:18 and created by Brian Hernandez ***
1: It's possible the top hose came off due to the excessive heat and pressure in the system. Check with your DPSM as far as it qualifying for warranty. I do agree with the idea of tearing down the engine to check the torque on the head bolts. Go ahead and do so. Please send a picture of the head bolt threads if they are stripped.

*** Service Alert Escalated to CA as: 14412246 on 10/06/2021 01:08:14 (PST)

*** Case has been auto closed by the system on 10/21/2021 01:21:20 (PST)
*** 11/08/2021 12:59:46 ***
Case Number: XXXXXXXX Reopen Requested by Branden Mckibben.
Reason: [SORRY FOR THE DELAY, I HAVE A COUPLE PICTURES OF THE HEAD BOLTS TO ATTACH TO THE CASE.]

*** 11/08/2021 13:07:17 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/08/2021 13:07:42 and created by Brian Hernandez ***
1: Hello Branden, please attach the photos you mentioned when ready.

*** 11/08/2021 13:15:29 ***
Web - Note created on 11/08/2021 13:15:29 and created by Branden Mckibben
JUST AS I THOUGHT, I FOUND 4 LOOSE HEAD BOLTS ON BANK 1. 3 PULLED THREADS OUT OF THE BLOCK. I ATTACHED THE PICTURES TO THE CASE.

*** 11/08/2021 13:15:33 ***
20211108_135655[1].jpg added by Branden Mckibben on 11/08/2021 13:15:30

*** 11/08/2021 13:15:35 ***
20211108_135645[1].jpg added by Branden Mckibben on 11/08/2021 13:15:33

*** Web - Advice created on 11/08/2021 13:49:37 and created by Brian Hernandez ***
1: Thanks Branden, I can see the head bolts look stripped. I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 11/08/2021 13:53:02 ***
PWA Case 14472857 created by Brian Hernandez

*** 11/08/2021 13:53:06 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,588

Prod Date: 08/25/2014 **Warranty Start Date:** 09/27/2014

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Jayden Thomas **Contact Title:** Technician Trainee **Service District:** EA05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: block stripped/external

Case History

*** 10/11/2021 12:21:52 ***
Contact = Jayden Thomas, Priority = Standard, Sub Status = Dispatched

*** 10/11/2021 12:21:52 ***
Web - Problem Description created on 10/11/2021 11:47:50 and created by Jayden Thomas
customer stated, white smoke coming out of exhaust tailpipe as soon as vehicle starts.

*** 10/11/2021 12:21:52 ***
Web - Diagnostics created on 10/11/2021 11:47:51 and created by Jayden Thomas
technician verified coolant leak, into the cylinder and external from the head gasket. Took apart camshafts and We found that 2 head bolts were loose with threads from block pulled out.

see videos.

*** 10/11/2021 16:14:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/11/2021 16:14:22 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 10/11/2021 16:21:44 and created by John Rehm ***
1: Jayden, the bolts look like they got tight ok in your video.
The bolts you showed do not show any threads from the engine block.
Is there any metal on the OCV's?
Please add a picture of the stripped bolts if they will not hold. If all bolts tighten ok, please note this.
Usually techs show the removed bolts with the threads from the block still on them.

*** 10/12/2021 09:07:12 ***
IMG_1066.mov added by Jayden Thomas on 10/12/2021 09:06:47

*** 10/12/2021 09:07:14 ***
IMG_1067.jpg added by Jayden Thomas on 10/12/2021 09:07:12

*** 10/12/2021 09:15:05 ***
Web - Note created on 10/12/2021 09:15:05 and created by Jayden Thomas
took and new video and picture. the torque wrench never beeped , set to 40 nm and never tightened

*** Web - Advice created on 10/12/2021 10:21:58 and created by John Rehm ***
1: Jayden,
If the heads are not warped I would recommend sending them out for pressure checking replace seals and check the guides. If they are warped I would recommend a long block be used if available. If there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

<For Internal Use Only
block stripped/external leakage, coolant>

*** 10/12/2021 12:26:47 ***
Web - Note created on 10/12/2021 12:26:47 and created by Brian Harford
So we are approved to replace the engine?

*** Web - Advice created on 10/12/2021 15:12:58 and created by John Rehm ***
1: My apologies, yes you are approved!!
I have generated and approved a PWA case for you.

<For Internal Use Only
block stripped/external leakage, coolant>

*** Web - Advice created on 10/12/2021 15:14:18 and created by John Rehm ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Please request a long block for this repair if available.
<For Internal Use Only
block stripped/external leakage, coolant>

*** 10/12/2021 15:14:27 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/12/2021 15:14:28 ***
PWA has been authorized by John Rehm

*** 10/12/2021 15:14:28 ***
Case closed by John Rehm with Resolution Code : Faulty Component
[Resolution Summary]
block stripped/external leakage, coolant

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,488

Prod Date: 03/26/2013 **Warranty Start Date:** 10/04/2013

Dealer/Contact Data:

Dealer: NC067 Renaldo Kia

Phone: 7044824542 **FAX:** 7044712541

Contact: Albert Hogan **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Unusual Noise - Engine # Case for Warranty Authorization

Symptom: Low Compression **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 10/18/2021 15:30:27 ***
Contact = Dennis Hogan, Priority = Standard, Sub Status = Dispatched

*** 10/18/2021 15:30:27 ***
Web - Problem Description created on 10/18/2021 15:15:21 and created by Dennis Hogan
visual inspect - engine noise, oil spews out at rear of bank 2 head, engine misses.
customer says he heard a knocking noise from engine, pulled over then restarted engine and it was shaking.ket

*** 10/18/2021 15:30:28 ***
Web - Diagnostics created on 10/18/2021 15:25:21 and created by Dennis Hogan
visual inspect, oil leak at rear of bank 2 head with engine running.
check coolant, none in radiator or recovery tank,
check DTC's (none) engine misfiring no codes set,
removed radiator cap while engine running, exhaust pumping out of radiator.,
removed bank 2 spark plugs, checked compression cyl#2 160 lbs. cyl#4 160lbs cyl#6 110 lbs.
put cyl#6 at TDC, applied shop air into spark plug hole, air escaping from radiator

*** 10/18/2021 15:56:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/18/2021 15:57:05 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 10/18/2021 16:08:17 and created by John Rehm ***
1: Dennis,
please record a video showing the VIN and the block leak test being performed, or the leak down test being performed. If leak down testing is shown, please include the VIN, the gauges showing leakage, and the bubbles through the cooling system as you have noted. Then attach the video to the case.
Please request the most recent oil service record from the customer. Maintenance up to 61k looks ok.

*** 10/19/2021 07:21:05 ***
Web - Note created on 10/19/2021 07:21:04 and created by Dennis Hogan
will send service records asap. Video requested attached.

*** 10/19/2021 07:21:37 ***
20211019_094903.mp4 added by Dennis Hogan on 10/19/2021 07:21:08

*** Web - Advice created on 10/19/2021 08:14:59 and created by John Rehm ***
1: Just the most recent service, after 61k would be fine. I see the rest of maintenance up to 61k is good.

*** 10/19/2021 13:47:23 ***
20211019_163913.jpg added by Dennis Hogan on 10/19/2021 13:47:23

*** 10/19/2021 13:47:25 ***
20211019_163925.jpg added by Dennis Hogan on 10/19/2021 13:47:24

*** 10/19/2021 13:47:26 ***
20211019_163933.jpg added by Dennis Hogan on 10/19/2021 13:47:25

*** 10/19/2021 13:47:27 ***
20211019_163952.jpg added by Dennis Hogan on 10/19/2021 13:47:26

*** 10/19/2021 14:33:47 ***
Web - Note created on 10/19/2021 14:33:47 and created by Dennis Hogan
added pics of service history.
I am aware that we have had headbolt issues on earlier models.
when I filled the cooling system up earlier, in was leaking at the back of bank 2 head.

*** Web - Advice created on 10/19/2021 16:28:16 and created by John Rehm ***
1: Dennis,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing.
If there is any scoring in the #6 cylinder, and you are able to show this then you can attach the images to the case. This would show the need for an engine block with this repair.

*** 10/22/2021 07:52:00 ***
Web - Note created on 10/22/2021 07:52:00 and created by Dennis Hogan
removed timing chain and bank #2 camshafts,
checked headbolt torque @ 75 ft. lbs. (2 bolts will not tighten)
checked for metal in oil control valve (none found)
when drained oil, found coolant in oil pan, not sure how long was driven like this.

*** Web - Advice created on 10/22/2021 10:22:57 and created by John Rehm ***
1: Dennis,
Please add pictures of the stripped bolts if they will not hold.

*** 10/22/2021 13:07:58 ***
Web - Note created on 10/22/2021 13:07:58 and created by Dennis Hogan
attached pics. Head bolts ok, block stripped

*** 10/22/2021 13:08:00 ***
20211022_160206.jpg added by Dennis Hogan on 10/22/2021 13:07:59

*** 10/22/2021 13:08:02 ***
20211022_160215(0).jpg added by Dennis Hogan on 10/22/2021 13:08:00

*** Web - Advice created on 10/22/2021 15:13:12 and created by John Rehm ***
1: Thank you Dennis.
If the heads are not warped I would recommend sending them out for pressure checking replace seals and check the guides.

If they are warped I would recommend a long block be used if available. If there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.
I have generated and approved a PWA case for you.

3: If my service has been helpful to you, please take a few minutes to fill out the technician survey about my performance. This survey can have a positive impact for our department. Thank you.
<For Internal Use Only
VDN/DtcN/M, ok/recent 61k/leak down through #6 cooling system/bolts shown>

*** 10/22/2021 15:13:45 ***
PWA Case created for RA Case 14434082 by John Rehm

*** 10/22/2021 15:13:45 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,957

Prod Date: 03/22/2014 **Warranty Start Date:** 08/29/2014

Dealer/Contact Data:

Dealer: WV016 Dutch Miller Kia

Phone: 3043437700 **FAX:** 8772863793

Contact: Homer Lanham **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: MIL - PCM # P0087

Symptom: Warning Light On **DTC:**

System: Fuel System

Component: Fuel Pressure Regulator

Resolution: car traded and sent to auction

Case History

*** 10/26/2021 09:01:30 ***
Contact = Homer Lanham, Priority = Standard, Sub Status = Dispatched

*** 10/26/2021 09:01:31 ***
Web - Problem Description created on 10/26/2021 09:01:31 and created by Homer Lanham
car set about one year with leaking head gasket. replaced short block and now keep getting P0087

*** 10/26/2021 09:01:31 ***
Web - Diagnostics created on 10/26/2021 09:01:31 and created by Homer Lanham
replaced high pressure pump . checked PS476 .when first starting the high pressure pump pressure is the same as the desired pressure but after getting warm and accelerating the pressure will drop 200 psi lower than the desired pressure at idle . the low pressure pump is between 72-78 and steady at 75when holding 2000 rpm . engine does not miss or run bad . have removed low pressure pump to make sure nothing was in tank .

*** 10/26/2021 12:21:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/26/2021 12:26:56 and created by Brian Lall ***
1: Please install the low pressure fuel gauge inline with the GDI pump inlet and route it under the hood taping it to the windshield and if it is safe to do so drive the vehicle under a heavy load and note if the fuel pressure ever drops or changes. Thanks.

*** 10/26/2021 13:17:46 ***
Web - Note created on 10/26/2021 13:17:45 and created by Homer Lanham
OK YES ON A PULL IT DROPS TO LESS THAN 30PSI

*** Web - Advice created on 10/26/2021 14:00:11 and created by Brian Lall ***
1: Thanks for letting me know. Now remove the fuel pressure gauge and reconnect the low fuel line to the GDI pump inlet securely. Then connect the fuel pressure gauge inline between the outlet of the low pressure fuel pump and the low pressure fuel line at the back of the vehicle. Then do the same test again with the help of an assistant to monitor the fuel pressure and

note if it still drops or if the pressure is maintained. Thanks.

*** Service Alert Escalated to CA as: 14450088 on 10/27/2021 01:07:32 (PST)

*** 10/27/2021 05:15:23 ***
Web - Note created on 10/27/2021 05:15:22 and created by Homer Lanham
ok pressure stays at 75 psi when gage is installed at pump . so i have a line collapsed right

*** Web - Advice created on 10/27/2021 06:32:16 and created by Brian Lall ***
1: Your testing indicates the low fuel line is restricted somehow and my recommendation is to replace the line from the low fuel pump to the GDI pump and to retest. Thanks.

*** Case has been auto closed by the system on 11/12/2021 01:16:47 (PST)
*** 12/09/2021 14:02:01 ***
Case Number: XXXXXXXX Reopen Requested by Homer Lanham.
Reason: [replaced low pressure line from tank to high pressure pump . low pressure pump pressure is good now all the way to the pump .when cold at first start up and for a few minutes into the drive car will run good . the high pressure pump will read over 500 psi but when car gets warm or after a few minutes of driving the high pressure pump will drop to 65 psi . have switched fuel rail pressure sensor ,switched high pressure pump checked connection in harness from rail sensor to pcm]

*** 12/10/2021 06:45:13 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/10/2021 06:47:27 and created by Brian Lall ***
1: Did the vehicle leave and return or has it been at the dealer the entire time? Please check for any DTCs in any system and attach a screen shot of them to the case. Then take an all data engine flight recording after clearing the DTC set up for DTC or manual trigger and stop the recording (if in manual trigger mode) after the concern is duplicated. This will record the previous data and capture the concern. Then attach the flight recording to the case. Thanks.

*** 12/10/2021 09:03:28 ***
Web - Note created on 12/10/2021 09:03:28 and created by Homer Lanham
Car has never left . Cleaned all engine grounds this morning before the flight record

*** 12/10/2021 09:03:29 ***
SORENTO(XM)_ENGINE_211210-114827.GSR added by Homer Lanham on 12/10/2021 09:03:29

*** 12/10/2021 09:03:30 ***
Screenshot_20211210-115831.png added by Homer Lanham on 12/10/2021 09:03:29

*** Web - Advice created on 12/10/2021 10:46:23 and created by Brian Lall ***
1: Please double check and install the low-pressure fuel gauge in line with the GDI pump inlet and if it can be done safely rout it under the hood and tape it to the windshield so the pressure can be monitored while driving. With the help of an assistant, note the high side fuel pressure actual and set point shown in the current data, and what the low side pressure is at idle, while driving under a heavy load, when you shut the engine off (turn the ignition back on and leave it on to check the high pressure in the data) and then after it has been shut off for 10 mins.

*** 12/10/2021 11:34:55 ***
Web - Note created on 12/10/2021 11:34:54 and created by Homer Lanham
at idle when first starting its low 75psi high480 and desired is 485 after 100 yards of driving low pressure is 70-75 high pressure is 65 and desired is 65 . sets p0087. key off then on set ten minutes all three are 65 psi

*** Web - Advice created on 12/10/2021 12:48:43 and created by Brian Lall ***
1: Please double check the wiring and pin tension at the connector to the regulator on the GDI pump, rail pressure sensor, at CC22-B, and at EC11 pins 58, 59, and 75. Add at least 2 coats of stabilant to the male terminals allowing it to completely air dry between coats and before installing the connectors then retest. If the concern continues my recommendation is to replace the GDI pump. Thanks.

*** Phone - Advice created on 12/13/2021 07:00:09 and created by Tony Thomas ***
1: Bill called in and I reviewed the case and flight recording. Appears the rail pressure sensor is dropping the 5 volt reference or signal wire and putting the high pressure pump in default. Advised to use tee connectors to check the rail pressure sensor to see which signal is being lost and disconnect the FTPS to see if normal operation is restored.

*** Phone - Advice created on 12/15/2021 05:21:07 and created by Brian Lall ***
1: The tech called and advised he can back probe the pressure sensor and he does not loose the 5v reference or ground and the signal voltage shows the same at the sensor as in the PCM data. The GDI pump was replaced and he even swapped a known good low pressure pump into the vehicle and there is no change. The rail pressure sensor has been replaced 3 times, this is the 3rd one. I advised I do not think the RPS is reading incorrectly and we discussed the possibility of a restriction in the opening to the sensor and he blew through the rail onto a white paper and it had good air flow with no debris found. When the high side pressure drops there is 75psi of low fuel pressure to the inlet of the GDI pump. I advised to check the oil for fuel saturation indicating there may be one or more injectors stuck open. If the fuel is not oil saturated, I advised my recommendation is to replace the GDI pump again and to inspect the bracket, tappet, and camshaft lobe the tappet rides on for any scoring, discoloration, or other damage.

*** 12/20/2021 11:28:09 ***
Web - Note created on 12/20/2021 11:28:09 and created by Homer Lanham
oil not fuel saturated , replaced high pressure pump, line and tappet cam looks good . test drove about ten miles , high pressure slowly drops down to were car will go into limp home mode . set p0087 .
would the crank sensor do this ?

*** Web - Advice created on 12/21/2021 07:34:46 and created by Brian Lall ***
1: The CKP cannot cause this concern. If the fuel pressure is dropping it is leaking from a line, the pump, injectors, or it is draining back into the tank unless the pressure sensor is reading incorrectly. I know the rail pressure sensor has been replaced multiple times. Please check the pin tension and connections to the RPS and to the related connections in the circuit. Thanks.

*** Case has been auto closed by the system on 01/06/2022 01:19:36 (PST)
*** 01/24/2022 08:12:10 ***
Case Number: XXXXXXXX Reopen Requested by Homer Lanham.
Reason: [replaced all six injectors and rps with no change . can we request a field tec to come out or to assist ?]

*** 01/24/2022 08:28:05 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/24/2022 08:29:32 and created by Brian Lall ***
1: Homer, you never updated the case and it has been inactive since 12/21/21 until now when you note that all injectors and the RPS have been replaced. Did the vehicle leave and return or has it been at the dealer the entire time. Please install the low-pressure fuel gauge in line with the GDI pump inlet and if it can be done safely rout it under the hood and tape it to the windshield so the pressure can be monitored while driving. With the help of an assistant, note the high side fuel pressure actual and set point shown in the current data, and what the low side pressure is at idle, while driving under a heavy load, when you shut the engine off (turn the ignition back on and leave it on to check the high pressure in the data) and then after it has been shut off for 10 mins.

*** 01/26/2022 13:12:27 ***
Web - Note created on 01/26/2022 13:12:27 and created by Homer Lanham
ok low pressure ,high pressure and set point . cold start 75 , 1109 , 1090. in gear stopped 70-75 , 703 ,700. hard accel 70, 1600, 1600. back to stop 70-75, 333, 540. normal driving 75, 500-700, 500-700. while driving normal its like flipping a switch the low pressure stays above 70 but the set point and pressure both go to 65psi. turned off and back on low was 72 high set was 0 and pressure was 300 . after ten minutes low was still at 70 high was 2118 and climbing and set was 0. this car has never left

*** 01/27/2022 08:52:24 ***
Inspection requested by Brian
Request Code: TL-WV016-14448552-12722
Request Details: Time down and multiple components replaced.

*** Web - Advice created on 01/27/2022 09:02:26 and created by Brian Lall ***

1: I did escalate the case to try and get some FTS assistance. I am not sure if they will be assisting remotely or what the travel availability is currently. Since the concern happens when the low fuel pressure into the GDI pump is stable and it happens very quickly I suspect this could be the result of a connection issue, especially since the RPS, GDI pump, and all injectors have been replaced. Please carefully check the pin tension and for any loose, bent, backed out, terminals that can be pushed out, or are damaged at pins 5, 9, and 10 of CC22-B, at EC11 pins 58, 59, 75, 94, and 95, at pins 15, 28, and 37 of E500-A, at pins 45, and 60 of E70, and at pins 1 and 2 of C509. Check the pin fit tension with the appropriate pin fit tool.
Thoroughly inspect the pin fit tension using the T connector, review TSB electrical 064 to determine the correct size T connector.
Review Tech Times Article Volume 18 Issue 4 Page 4 for the correct pin fit tool.
Note it's critical to take the time to determine the correct size tool for proper pin fit inspection.
Thank you

*** Web - FTS Advice created on 01/27/2022 11:19:28 and created by Peter Von Schwedler ***
I will be working this case remotely

*** Web - FTS Advice created on 01/27/2022 11:20:05 and created by Peter Von Schwedler ***
Billy, please remove the B2 Intake CVVT and inspect the cam for a partially sheared dowel pin.
You have history codes P0018

It may only set the P0018 some times if it is not sheared very far.

*** Research - Advice created on 01/28/2022 06:30:33 and created by Brian Lall ***
1: Thanks for the update.

*** Web - FTS Advice created on 01/31/2022 07:26:23 and created by Peter Von Schwedler ***
Billy, have you been able to check the cam-cvvt dowel?

*** Research - Advice created on 01/31/2022 08:27:01 and created by Brian Lall ***
<For Internal Use Only
.>

*** 01/31/2022 10:01:03 ***
Web - Note created on 01/31/2022 10:01:03 and created by Jeffrey Parker
thanks for the input but customer traded car and car was sent to auction

*** 01/31/2022 10:03:15 ***
Case Closed with Resolution Code: Cust Took Vehicle
Resolution Summary: car traded and sent to auction

*** Web - FTS Note created on 01/31/2022 10:09:00 and created by Peter Von Schwedler ***

<For Internal Use Only
I will be closing out the FTS request. The dealer reports that they sent the vehicle to auction UNREPAIRED.>

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,492

Prod Date: 03/26/2014 **Warranty Start Date:** 05/23/2014

Dealer/Contact Data:

Dealer: NJ060 Motion Kia

Phone: 9088508200 **FAX:** 9088504596

Contact: Eric Wesolowski **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/27/2021 12:53:27 ***
Contact = Eric Wesolowski, Priority = Standard, Sub Status = Dispatched

*** 10/27/2021 12:53:27 ***
Web - Problem Description created on 10/27/2021 12:51:29 and created by Eric Wesolowski
Customer states when driving vehicle, vehicle temp gauge went to H, vehicle overheated

*** 10/27/2021 12:53:27 ***
Web - Diagnostics created on 10/27/2021 12:51:30 and created by Eric Wesolowski
Verified concern, engine over heated, checked for any external coolant leaks and found none, performed block test, result was fluid turned yellow, checked cylinder head bolts on bank 2 found both rear corner head bolts stripped in cylinder block,

*** Service Alert Escalated to CA as: 14381737 on 10/28/2021 01:07:09 (PST)
*** 10/28/2021 05:25:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/28/2021 05:28:09 and created by Greg Phillips ***
<For Internal Use Only
vd>

*** 10/28/2021 05:40:49 ***
PWA Case created for RA Case 14451677 by Greg Phillips

*** 10/28/2021 05:40:49 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,315

Prod Date: 10/29/2014 **Warranty Start Date:** 12/22/2014

Dealer/Contact Data:

Dealer: IN030 Andy Mohr Kia

Phone: 3175635100 **FAX:** 3175635211

Contact: Michael Boyer **Contact Title:** Service Consultant **Service District:** CE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/28/2021 11:59:59 ***
Contact = Michael Boyer, Priority = Standard, Sub Status = Dispatched

*** 10/28/2021 11:59:59 ***
Web - Problem Description created on 10/28/2021 11:59:59 and created by Michael Boyer
vehicle overheated and smelled coolant

*** 10/28/2021 11:59:59 ***
Web - Diagnostics created on 10/28/2021 11:59:59 and created by Michael Boyer
coolant 1/3 gallon low, no visible leaks. Coolant system pressure test passed held 16psi for over an hour.
Noticed bubbles in coolant reservoir and exhaust odor. Proceeded to inspect for head gasket failure removed rear head found gap in head gasket. Pic attached
Cleaned and used straight edge to check block tool at spec passed under straight edge also inspected cylinder head passed straight edge test but does have scoring on cam lobes.

*** 10/28/2021 12:00:01 ***
20211028_141934.jpg added by Michael Boyer on 10/28/2021 12:00:00

*** 10/28/2021 14:41:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/28/2021 14:43:15 and created by John Nguyen ***
1: Michael, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Service Alert Escalated to CA as: 14455093 on 10/29/2021 01:08:34 (PST)

*** 10/29/2021 06:57:22 ***
Web - Note created on 10/29/2021 06:57:22 and created by Michael Boyer
The heads have already been removed the picture is the head gasket removed. When removing the head 2 of the head bolts were not tight one was finger tight. Location of bolts were in front of the gap in the gasket also. Would have to reassembly heads to test torque but I can verify that one was loosely tight and one was finger tight did not use a breaker to turn just hand on socket. For being warped the block was out of spec the head was in but a good amount of scoring present.

*** Web - Advice created on 10/29/2021 08:10:09 and created by John Nguyen ***
1: Michael, I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/29/2021 08:10:43 ***
PWA Case created for RA Case 14453938 by John Nguyen

*** 10/29/2021 08:10:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 28,820

Prod Date: 08/30/2017 **Warranty Start Date:** 09/27/2017

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Mike Rutz **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolt Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: V OK

Case History

*** 11/02/2021 07:37:44 ***
Contact = Mike Rutz, Priority = Standard, Sub Status = Dispatched

*** 11/02/2021 07:37:44 ***
Web - Problem Description created on 11/02/2021 07:26:26 and created by Mike Rutz
Tow in
Coolant leak

*** 11/02/2021 07:37:44 ***
Web - Diagnostics created on 11/02/2021 07:26:26 and created by Mike Rutz
Scan test VDN no codes
Check ECM UPDATE
Pressure test cooling system
Leak found bank 1 cyl head intake side at back bolt flange
Attach photos

*** 11/02/2021 07:41:18 ***
Accepted, from Queue = Level 2 Restricted Dealers to WIPBin default-1

*** 11/02/2021 07:41:27 ***
Dispatched from WIPBin = default-1 to Queue TL_Sorento_Sportage_Telluride by David Ferger
Reason:

*** 11/02/2021 12:01:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/02/2021 12:02:12 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in

the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Case has been auto closed by the system on 11/18/2021 01:20:14 (PST)
*** 01/31/2022 05:15:49 ***
Case Number: XXXXXXXX Reopen Requested by Mike Rutz.
Reason: [head bolt video time]

*** 01/31/2022 09:22:00 ***
Reopened with Sub Status of Working

*** 01/31/2022 09:35:25 ***
Web - Note created on 01/31/2022 09:35:25 and created by Mike Rutz
Head bolt video

*** 01/31/2022 09:35:55 ***
20220131_113125.mp4 added by Mike Rutz on 01/31/2022 09:35:26

*** Web - Advice created on 01/31/2022 10:02:28 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 01/31/2022 10:02:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/31/2022 10:02:34 ***
PWA has been authorized by Eddie Milton

*** 01/31/2022 10:02:34 ***
Case closed by Eddie Milton with Resolution Code : Faulty Component
[Resolution Summary]
V OK

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 29,149

Prod Date: 10/05/2017 **Warranty Start Date:** 12/17/2017

Dealer/Contact Data:

Dealer: OR014 Team Kia of Bend

Phone: 5415505555 **FAX:** 5415505565

Contact: RICK LANCASTER **Contact Title:** Shop Foreman **Service District:** WE09

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** 11/03/2021 10:26:07 ***
Contact = RICK LANCASTER, Priority = Standard, Sub Status = Dispatched

*** 11/03/2021 10:26:07 ***
Web - Problem Description created on 11/03/2021 10:04:02 and created by RICK LANCASTER
CUSTOMER STATES THAT THERE MAY BE A COOLANT LEAK,_HEAT WILL QUIT WORKING UNTIL YOU REFILL THE _COOLANT AND THEN HEAT WORKS AGAIN. PLEASE CHECK & _ADVISE

*** 11/03/2021 10:26:08 ***
Web - Diagnostics created on 11/03/2021 10:04:02 and created by RICK LANCASTER
Added coolant and ran vehicle with Pressure tester installed. Found coolant leaking from head gasket. Also see lots of old coolant stains from head gaskets. I cant get it to show me the current ROM id. Completed Smart check. The engine is losing coolant from the head gaskets like it has failing head bolt torque.

*** 11/03/2021 13:42:31 ***
Web - Note created on 11/03/2021 13:42:31 and created by RICK LANCASTER
Just checking to see if you need anything more info. The customer was inquiring as to what was going on.

*** 11/03/2021 14:26:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 11/03/2021 14:29:14 and created by Jay Jurado ***
1: Is it possible to attach a photo of the coolant leak to the case for review?

*** 11/03/2021 16:22:13 ***
20211103_160637[1].jpg added by RICK LANCASTER on 11/03/2021 16:22:13

*** 11/03/2021 16:22:14 ***
20211103_160630[1].jpg added by RICK LANCASTER on 11/03/2021 16:22:14

*** 11/03/2021 16:22:15 ***
20211103_160624[1].jpg added by RICK LANCASTER on 11/03/2021 16:22:14

*** Web - Advice created on 11/04/2021 07:04:58 and created by Jay Jurado ***
1: Thanks for the photos. Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 11/04/2021 07:10:28 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/04/2021 07:10:29 ***
PWA has been authorized by Jay Jurado

*** 11/04/2021 07:10:29 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,726

Prod Date: 06/27/2014 **Warranty Start Date:** 07/24/2014

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 **FAX:** 8282989856

Contact: Wesley Revis **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 11/03/2021 13:53:59 ***
Contact = Wesley Revis, Priority = Standard, Sub Status = Dispatched

*** 11/03/2021 13:53:59 ***
Web - Problem Description created on 11/03/2021 13:53:59 and created by Wesley Revis
customer states that he has no heat and the air blows out cold

*** 11/03/2021 13:54:00 ***
Web - Diagnostics created on 11/03/2021 13:54:00 and created by Wesley Revis
when vehicle arrived it was blowing cold air out when on heat checked coolant level and it was a gallon low on antifreeze so i filled the radiator and once started it bubbles alot thru coolant funnel as soon as started and when radiator cap is on it is forcing coolant thru the overflow tank like it has a bad head gasket so i would like to know how you would like me to proceed from here

*** 11/04/2021 07:41:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/04/2021 07:43:26 and created by Frank Lusic ***
1: Hello Wesley
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 11/09/2021 06:59:38 ***
Web - Note created on 11/09/2021 06:59:38 and created by Jordan Byrd
found that the rear head bolt closest to the exhaust cvvt is lifted shown in video attached,. Attempted to torqued head bolt down and will not hold torque

*** 11/09/2021 06:59:45 ***
20211109_092718_1.mp4 added by Jordan Byrd on 11/09/2021 06:59:39

*** Web - Advice created on 11/09/2021 07:16:47 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/09/2021 07:17:01 ***
PWA Case 14474219 created by Frank Lusic

*** 11/09/2021 07:17:03 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,080

Prod Date: 08/09/2017 **Warranty Start Date:** 05/15/2018

Dealer/Contact Data:

Dealer: CT029 Kia of Stamford

Phone: 2038838888 **FAX:** 2038838889

Contact: oscar pizano **Contact Title:** Shop Foreman **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 07/06/2021 11:53:21 ***
Contact = Aaron Fyffe, Priority = Standard, Sub Status = Dispatched

*** 07/06/2021 11:53:21 ***
Web - Problem Description created on 07/06/2021 11:53:21 and created by Aaron Fyffe
customer states vehicle was overheating.

*** 07/06/2021 11:53:22 ***
Web - Diagnostics created on 07/06/2021 11:53:22 and created by Aaron Fyffe
i believe the head gaskets are blown. With the radiator cap removed and revving the engine coolant sprays out of the radiator. should i go ahead and check the torque spec on the head bolts?

*** 07/06/2021 15:48:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/06/2021 15:51:26 and created by Andrew Velasco ***
1: Hello, Aaron. Please attach a funnel to the radiator and attach a video showing the VIN plate and coolant bubbling while increasing engine speed.

2: Yes, please remove the valve cover on the problem bank and attach a continuous video displaying the VIN plate and use a torque wrench to show the torque on the stripped head bolt(s).

Please also remove the head bolt(s) and attach a picture showing the stripped threads.

*** Service Alert Escalated to CA as: 14248608 on 07/07/2021 01:08:24 (PST)

*** Case has been auto closed by the system on 07/22/2021 01:19:55 (PST)

*** 09/22/2021 12:23:34 ***
Case Number: XXXXXXXX Reopen Requested by oscar pizano.
Reason: [working on it.]

*** 09/22/2021 13:54:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/22/2021 13:55:05 and created by Andrew Velasco ***
1: Hello, Oscar. The case has been reopened.

*** 09/28/2021 08:21:31 ***
Web - Note created on 09/28/2021 08:21:31 and created by oscar pizano
hey Andrew sorry for the long time. we are shrot staff here and we are just trying to catch up.
going back to the case, i checked the torque on the head bolts but one of them is not moving at all. i even tryed to removed it and its not getting lose. i feel like its going to get strip.

*** Web - Advice created on 09/28/2021 16:10:40 and created by Andrew Velasco ***
1: Hello, Oscar. Were the other head bolts loose? You can try backing it out and note if threads come out with it. If so, please attach pictures to the case.

*** 10/04/2021 11:05:12 ***
IMG_2515.jpg added by Irvin Medina on 10/04/2021 11:05:10

*** 10/04/2021 11:05:14 ***
IMG_2516.jpg added by Irvin Medina on 10/04/2021 11:05:12

*** 10/04/2021 11:05:15 ***
IMG_2517.jpg added by Irvin Medina on 10/04/2021 11:05:14

*** 10/04/2021 11:05:16 ***
IMG_2518.jpg added by Irvin Medina on 10/04/2021 11:05:15

*** 10/04/2021 11:05:18 ***
IMG_2519.jpg added by Irvin Medina on 10/04/2021 11:05:16

*** 10/04/2021 11:06:56 ***
Web - Note created on 10/04/2021 11:06:56 and created by Irvin Medina
hey. I attached pictures.

*** Web - Advice created on 10/04/2021 11:34:26 and created by Andrew Velasco ***
1: Thank you, Irvin. Please attach a continuous video displaying the VIN plate and use a torque wrench to show the bolt continuously moving.

*** Case has been auto closed by the system on 10/20/2021 01:19:37 (PST)
*** 11/01/2021 04:29:06 ***
Case Number: XXXXXXXX Reopen Requested by oscar pizano.
Reason: [added video]

*** 11/01/2021 06:43:10 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/01/2021 06:44:39 and created by David Brisky ***
1: Has this engine already been repaired?

*** Web - Advice created on 11/01/2021 06:57:53 and created by David Brisky ***
1: Please attach the RO from the CPO inspection

*** 11/03/2021 06:58:02 ***

VID-20211028-WA0005.mp4 added by oscar pizano on 11/03/2021 06:57:59

*** 11/03/2021 06:58:03 ***
20211103_092254.jpg added by oscar pizano on 11/03/2021 06:58:03

*** Web - Advice created on 11/03/2021 07:04:49 and created by David Brisky ***
1: Please attach the RO from the CPO inspection along with the CPO check sheet

*** Web - Advice created on 11/03/2021 07:31:33 and created by David Brisky ***
1: This vehicle was just CPO certified 17 miles ago and I can see coolant charged out, did the cooling system not get bled properly causing the vehicle to overheat?

*** 11/03/2021 07:35:23 ***
20211103_101020.jpg added by oscar pizano on 11/03/2021 07:35:22

*** 11/03/2021 07:35:24 ***
20211103_101031.jpg added by oscar pizano on 11/03/2021 07:35:23

*** Web - Advice created on 11/03/2021 08:01:51 and created by David Brisky ***
1: Here is the part I'm struggling with. The CPO inspection was just performed 17 miles ago and there are 2 gallons of coolant charged out on the RO from that inspection.

*** 11/03/2021 11:30:20 ***
Web - Note created on 11/03/2021 11:30:20 and created by oscar pizano
hey David.the reason why there is 2 gallons of coolant is because the tech that service it did a coolant service after the serviced the car was tested driving and everything was good. the car was sold and it came back the some with the overheating problem.

*** Web - Advice created on 11/03/2021 13:26:11 and created by David Brisky ***
1: I'm having warranty Assurance and your DPSM review this before we move forward.

*** 11/03/2021 15:09:44 ***
Web - Note created on 11/03/2021 15:09:44 and created by oscar pizano
ok thanks David i will let my manager know this.

*** Web - Advice created on 11/03/2021 15:14:29 and created by David Brisky ***
1: I'll update the case once they have reviewed it

*** Web - Advice created on 11/04/2021 07:54:50 and created by David Brisky ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Fill crankcase with the proper amount of oil. Recommended Product: QUARTZ 9000 FUTURE FGC 5W-30 Full Synthetic SN PLUS, QUARTZ 9000 FUTURE XT 5W30 Full Synthetic SN PLUS, Mobil Super Synthetic 5W30 or above.
If not available, use other brand 5W30 and Full synthetic type with API SN/SN+/SP, ILSAC GF4/GF5 or higher service grade.

*** 11/04/2021 07:55:21 ***
PWA Case created for RA Case 14247256 by David Brisky

*** 11/04/2021 07:55:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 28,257

Prod Date: 12/07/2017 **Warranty Start Date:** 06/27/2018

Dealer/Contact Data:

Dealer: PA078 Turner Kia

Phone: 7175642240 **FAX:** 7175642473

Contact: Ray Becker **Contact Title:** Exclusive Kia Technician **Service District:** EA08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Cylinder Heads Warped

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Cylinder heads warped .003in

Case History

*** 11/09/2021 06:34:12 ***
Contact = Ray Becker, Priority = Standard, Sub Status = Dispatched

*** 11/09/2021 06:34:12 ***
Web - Problem Description created on 11/09/2021 06:32:06 and created by Ray Becker
customer states coolant leaking all over the place. car is pushing out coolant.

*** 11/09/2021 06:34:12 ***
Web - Diagnostics created on 11/09/2021 06:32:06 and created by Ray Becker
check and verified lower splash shield covered in coolant. performed radiator pressure test no signs of external leak hot or cold. could watch pressure tester drop fairly quickly. if leak was external should have been fairly easy to find. try perform chemical block test could not get correct test as was drawing coolant into test tube even after draining coolant. installed rad pressure tester with out applying pressure started engine and let run. watched pressure tester increase to roughly 4 psi. suspect pulled head bolt threads in the engine block. will have the service advisor call the customer to see if this engine has ever been overheated. may need to perform compression test and cylinder leak test next.

*** 11/09/2021 07:20:46 ***
Web - Note created on 11/09/2021 07:20:46 and created by Ray Becker
had the service advisor contact the customer and what he is describing sounds like the car did over heat. on saturday the coolant fan kept running would not shut off. coolant was running out from under car and the over flow was empty. i did check and verify the car has good heat does not seem like a poor flow condition.

*** 11/09/2021 09:05:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/09/2021 09:06:13 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if

either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 11/15/2021 08:29:03 ***
Web - Note created on 11/15/2021 08:29:03 and created by Ray Becker
Removed engine and both cylinder heads. Threads in engine block appear ok. All cylinders show signs of being washed. Checked bank1 cylinder head for flatness. B1 is warped greater than .003. Bank 2 is also warped. Would like to replace both heads. bolts and gaskets. Will send video.

*** 11/15/2021 08:30:33 ***
20211115_080836.mp4 added by Ray Becker on 11/15/2021 08:29:04

*** Service Alert Escalated to CA as: 14487135 on 11/16/2021 01:09:34 (PST)

*** Web - Advice created on 11/16/2021 08:36:51 and created by Eddie Milton ***
1: Ray, did you check the flatness of the block as well?

*** 11/16/2021 08:47:28 ***
Web - Note created on 11/16/2021 08:47:28 and created by Ray Becker
no i did not i will do that today. good thing you asked me. i wanted to do that. got caught up in other things tho. will check that and get back to you. thanks.

*** Web - Advice created on 11/16/2021 09:29:51 and created by Eddie Milton ***
1: No problem. I understand that you guys are swamped. I just don't want to tell you to replace the heads and you put it all back together and find that the block is also warped. Just let me know when you get around to it.

*** 11/16/2021 09:39:17 ***
Web - Note created on 11/16/2021 09:39:17 and created by Ray Becker
Checked engine block found block deck on bank 1 did warp between cylinders 1 and 2 greater than .003. Thank you for reminding me to check that. Sent video of the measurement.

*** 11/16/2021 09:39:49 ***
20211116_091627.mp4 added by Ray Becker on 11/16/2021 09:39:18

*** 11/16/2021 09:43:39 ***
Web - Note created on 11/16/2021 09:43:39 and created by Ray Becker
i meant between cylinders 1 and 3

*** Web - Advice created on 11/16/2021 09:50:42 and created by Eddie Milton ***
1: Great, thanks for checking that. It's been a pleasure assisting you.

Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 11/16/2021 09:50:48 ***
Allow Auto PWA Case checked on 11/16/2021 9:50:48 and checked by Eddie Milton

*** 11/16/2021 10:07:05 ***
Web - Note created on 11/16/2021 10:07:05 and created by Ray Becker
thank you for reminding me you kept me from making a serious mistake that would have costed me a lot of time.

*** Web - Advice created on 11/16/2021 10:09:51 and created by Eddie Milton ***
1: You're very welcome. That's what we're here for.

*** 11/17/2021 13:58:28 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,038

Prod Date: 05/15/2013 **Warranty Start Date:** 09/09/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Kenny Do **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: BLOCK TEST = NG

Case History

*** 11/11/2021 08:09:58 ***
Contact = Kenny Do, Priority = Standard, Sub Status = Dispatched

*** 11/11/2021 08:09:58 ***
Web - Problem Description created on 11/11/2021 08:07:05 and created by Kenny Do
towed in vehicle is overheating check and advise please

*** 11/11/2021 08:09:58 ***
Web - Diagnostics created on 11/11/2021 08:07:05 and created by Kenny Do
I checked coolant level low,ran engine to warm up and do engine block test and test fluid changes color, lifted the car up found coolant leaking from B2 cylinder head possibly cylinder head bolts stripped see video attached and advise thanks

*** 11/11/2021 08:11:21 ***
20211111_074442.mp4 added by Kenny Do on 11/11/2021 08:09:59

*** 11/11/2021 11:22:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/11/2021 11:26:10 and created by Eddie Milton ***
1: Kenny, Based on this information, the cylinder head or heads will need to be removed for inspection. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 11/14/2021 15:21:40 ***
Web - Note created on 11/14/2021 15:21:40 and created by Kenny Do
removed cylinder head, stripped cylinder head bolts see video attached thanks

*** 11/14/2021 15:22:41 ***

20211114_151418.mp4 added by Kenny Do on 11/14/2021 15:21:41

*** Web - Advice created on 11/16/2021 08:21:05 and created by Eddie Milton ***
1: Thank you, Kenny. I can see that 4 of those head bolts are stripped.

Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 11/16/2021 08:21:10 ***
Allow Auto PWA Case checked on 11/16/2021 8:21:10 and checked by Eddie Milton

*** 11/16/2021 09:47:35 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 14489980 on 11/17/2021 01:08:25 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,288

Prod Date: 09/04/2013 **Warranty Start Date:** 11/13/2013

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Mike Rutz **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolt Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: V OK

Case History

*** 11/16/2021 08:00:35 ***
Contact = Mike Rutz, Priority = Standard, Sub Status = Dispatched

*** 11/16/2021 08:00:36 ***
Web - Problem Description created on 11/16/2021 07:52:47 and created by Mike Rutz
Poor heat
Coolant low

*** 11/16/2021 08:00:36 ***
Web - Diagnostics created on 11/16/2021 07:52:47 and created by Mike Rutz
Pressure test cooling system
Leak found bank 1 back of cal head at head bolt land
Photo attached

*** 11/16/2021 08:00:37 ***
20211116_092901.jpg added by Mike Rutz on 11/16/2021 08:00:36

*** 11/16/2021 08:00:38 ***
163707814081410002593 76.jpg added by Mike Rutz on 11/16/2021 08:00:37

*** 11/16/2021 08:00:38 ***
163707819151221420257 28.jpg added by Mike Rutz on 11/16/2021 08:00:38

*** 11/16/2021 08:00:39 ***
163707822844114058793 16.jpg added by Mike Rutz on 11/16/2021 08:00:39

*** 11/16/2021 08:00:40 ***
163707826368727807319 5.jpg added by Mike Rutz on 11/16/2021 08:00:40

*** 11/16/2021 08:01:24 ***

Accepted, from Queue = Level 2 Restricted Dealers to WIPBin default-1

*** 11/16/2021 08:01:33 ***
Dispatched from WIPBin = default-1 to Queue TL_Sorento_Sportage_Telluride by David Ferger
Reason:

*** 11/16/2021 11:25:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/16/2021 11:25:46 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Case has been auto closed by the system on 12/02/2021 01:19:03 (PST)
*** 01/17/2022 06:16:36 ***
Case Number: XXXXXXXX Reopen Requested by Mike Rutz.
Reason: [Need loose head bolt video added]

*** 01/17/2022 07:25:30 ***
Reopened with Sub Status of Working

*** 01/17/2022 07:44:11 ***
Web - Note created on 01/17/2022 07:44:10 and created by Mike Rutz
Update

*** 01/17/2022 07:44:24 ***
20220117_094148.mp4 added by Mike Rutz on 01/17/2022 07:44:11

*** Web - Advice created on 01/17/2022 07:58:50 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 01/17/2022 07:58:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/17/2022 07:58:57 ***
PWA has been authorized by Eddie Milton

*** 01/17/2022 07:58:57 ***
Case closed by Eddie Milton with Resolution Code : Faulty Component
[Resolution Summary]
V OK

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,253

Prod Date: 03/15/2014 **Warranty Start Date:** 08/23/2014

Dealer/Contact Data:

Dealer: MN001 Barnett Kia

Phone: 6514293391 **FAX:** 6514265133

Contact: Patrick Chase **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Crank Bolt

Resolution: PWA Authorized

Case History

*** 11/16/2021 13:57:08 ***
Contact = Patrick Chase, Priority = Standard, Sub Status = Dispatched

*** 11/16/2021 13:57:08 ***
Web - Problem Description created on 11/16/2021 13:57:08 and created by Patrick Chase
customer stated to engine is using coolant

*** 11/16/2021 13:57:09 ***
Web - Diagnostics created on 11/16/2021 13:57:09 and created by Patrick Chase
inspect engine no coolant leaks, excessive pressure in cooling system, used block check and found combustion gasses getting in cooling system. started head gasket replacement, found 2 head bolts on left bank just over hand tight and block threads came out no bolts

*** 11/16/2021 13:57:09 ***
20211116_155623.jpg added by Patrick Chase on 11/16/2021 13:57:09

*** Service Alert Escalated to CA as: 14489965 on 11/17/2021 01:08:25 (PST)

*** 11/17/2021 06:32:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/17/2021 06:35:57 and created by Steven Okimura ***
1: Patrick, please attach a video of the VIN and show where the bolts were located and include the bolts with the threads or show attempting to tighten the bolts but they continue to rotate. Thank you

*** 11/17/2021 06:45:22 ***
Web - Note created on 11/17/2021 06:45:22 and created by Patrick Chase
Video attached

*** 11/17/2021 06:45:41 ***
20211117_084130.mp4 added by Patrick Chase on 11/17/2021 06:45:22

*** Web - Advice created on 11/17/2021 07:55:51 and created by Steven Okimura ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/17/2021 07:56:07 ***
PWA Case created for RA Case 14489040 by Steven Okimura

*** 11/17/2021 07:56:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,873

Prod Date: 11/03/2014 **Warranty Start Date:** 02/01/2015

Dealer/Contact Data:

Dealer: CA139 First Kia

Phone: 8053031828 **FAX:** 8055789646

Contact: Nick Keshishyan **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 10/16/2021 14:22:45 ***
Contact = Nick Keshishyan, Priority = Standard, Sub Status = Dispatched

*** 10/16/2021 14:22:45 ***
Web - Problem Description created on 10/16/2021 14:22:45 and created by Nick Keshishyan
vehicle towed in from a another shop overheating

*** 10/16/2021 14:22:46 ***
Web - Diagnostics created on 10/16/2021 14:22:46 and created by Nick Keshishyan
problem verified engine is overheating, performed black test failed. found vehicle has a none factory lower radiator hose? please advise, performed scan check no codes stored

*** 10/18/2021 04:58:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/18/2021 05:20:37 and created by Tony Thomas ***
1: No dealer oil service records. Validate proper maintenance and get approval to pull the heads for inspection.

*** 10/18/2021 10:06:48 ***
Web - Note created on 10/18/2021 10:06:48 and created by Nick Keshishyan
thanks Tony

*** Web - Advice created on 10/18/2021 10:07:42 and created by Tony Thomas ***
1: You're welcome.

*** Web - Advice created on 10/18/2021 11:39:00 and created by Tony Thomas ***
<For Internal Use Only
~>

*** Service Alert Escalated to CA as: 14442671 on 10/22/2021 01:08:11 (PST)

*** Case has been auto closed by the system on 11/03/2021 01:25:56 (PST)
*** 11/17/2021 10:01:15 ***
Case Number: XXXXXXXX Reopen Requested by Nick Keshishyan.
Reason: [hi Tony customer approved head bolt inspection, we found loose head bolts on bank 1 please advise]

*** 11/17/2021 10:07:33 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/17/2021 10:08:12 and created by Tony Thomas ***
1: Attach a photo of the valve train and head bolts.

*** 11/17/2021 15:35:18 ***
Web - Note created on 11/17/2021 15:35:18 and created by Nick Keshishyan
Atached short video, thanks

*** 11/17/2021 15:35:27 ***
20211117_153146.mp4 added by Nick Keshishyan on 11/17/2021 15:35:19

*** Web - Advice created on 11/17/2021 19:10:10 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 11/17/2021 19:10:24 ***
PWA Case created for RA Case 14431956 by Tony Thomas

*** 11/17/2021 19:10:24 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 16,666

Prod Date: 02/20/2020 **Warranty Start Date:** 06/15/2020

Dealer/Contact Data:

Dealer: TX119 Mike Shaw Kia

Phone: 3613049008 **FAX:** 3619911845

Contact: omar cabello **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats #

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Piston

Resolution: / dtc /

Case History

*** 11/19/2021 12:33:34 ***
Contact = omar cabello, Priority = Standard, Sub Status = Dispatched

*** 11/19/2021 12:33:34 ***
Web - Problem Description created on 11/19/2021 12:19:00 and created by omar cabello
C/S THE VEHICLE WAS OVERHEATING is the customers original concern. found the overheating has caused the head gaskets to fail. after pulling off the cylinder heads, found one of the piston has a mark on it.

*** 11/19/2021 12:33:35 ***
Web - Diagnostics created on 11/19/2021 12:19:00 and created by omar cabello
found the what looks like a crack in one of the piston after removing the cylinder heads. the cylinder head does NOT have any damage to it or the cylinder wall. looks like it may be a defect in the material that was used in making the piston. should the short block be replaced? will send a video and pictures of the piston and the cylinder head. let me know if more information is needed.

*** 11/19/2021 12:40:52 ***
20211119_143615.mp4 added by omar cabello on 11/19/2021 12:40:45

*** 11/19/2021 12:40:54 ***
1637354273100639618771619332046 3.jpg added by omar cabello on 11/19/2021 12:40:53

*** 11/19/2021 12:40:55 ***
1637354382871520005800022926873 5.jpg added by omar cabello on 11/19/2021 12:40:54

*** 11/19/2021 14:16:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 11/19/2021 14:24:50 and created by Juan Vazquez ***
1: Thank you for that information. Please attach another photo of the piston, this time use a pointer or screw driver to show the crank on this piston.

Was there any misfires out of this cylinder?

Was the spark plug fouled on this cylinder?

Did you find the root cause of the overheating?

Let me know.

*** Web - Advice created on 11/19/2021 14:25:26 and created by Juan Vazquez ***
1: One more thing, please verify that a smart check code search is conducted during this visit and VDN is uploaded. A code search must be created prior to performing any engine repairs, even if here are no DTCs in the system. If a VDN is not created and uploaded, warranty claim submission issues will occur, thank you.

*** Service Alert Escalated to CA as: 14497172 on 11/20/2021 01:09:09 (PST)

*** 11/22/2021 06:55:07 ***
Web - Note created on 11/22/2021 06:55:06 and created by omar cabello
found a different dealership replaced the radiator on the first visit, on the second that same dealership replaced the thermostat and gasket. i want to believe that dealership fixed the root cause of the overheating. i don't know why the radiator was replaced the first time, but i think the damage happed to the head gasket because the radiator failed. did check for DTC's . VDN was created. no misfires and the spark plugs are good.

*** 11/22/2021 06:59:15 ***
16375930490341763126743571453464.jpg added by omar cabello on 11/22/2021 06:59:15

*** 11/22/2021 16:07:00 ***
Web - Note created on 11/22/2021 16:06:59 and created by omar cabello
uploaded picture that you wanted

*** Web - Advice created on 11/22/2021 22:03:42 and created by Juan Vazquez ***
1: Thank you Omar for that information. Please check the cylinder head surface directly above the mark on the piston to verify no damage to the head.

The attached images do not show this mark on the piston as going through or of any considerable depth as to cause any issues. If you believe this piston will cause any problems in the future, let me know.

If OK, verify head and block surfaces are straight (not warped), if no problems, clean block treads before assembling and continue with head gasket replacement. No PWA needed for this repair.

*** 11/23/2021 07:08:08 ***
Web - Note created on 11/23/2021 07:08:08 and created by omar cabello
I believe the potential for this piston to cause problems in the future is possible, that is just my opinion. found both cylinder heads are warped. specifications for cylinder heads is less then 0.05mm. both cylinder heads measurements were 0.13mm. please advise on how to proceed.

*** Web - Advice created on 11/23/2021 13:05:04 and created by Juan Vazquez ***
1: Thank you Omar for that information. Was there any print on the head directly above the park on the piston to suggest something was sandwich between the two?

If not, is this a casting mark on this piston?

*** 11/23/2021 14:19:16 ***
Web - Note created on 11/23/2021 14:19:15 and created by omar cabello
there is no signs of damage on the cylinder head or the cylinder wall for the piston is question. it is not a casting mark. should i replace the short block, what is you recommendation?

*** Web - Advice created on 11/24/2021 07:55:57 and created by Juan Vazquez ***
1: Omar, case is being reviewed by a supervisor, I will get back to you ASAP

*** Web - Advice created on 11/24/2021 08:02:37 and created by Eric Patterson ***
1: Omar, If there is any cylinder wall damage please add clear pictures to the case for review.

Also were any of the head bolts slightly loose when you took it apart?

Thank you

*** 11/24/2021 09:34:39 ***
Web - Note created on 11/24/2021 09:34:39 and created by omar cabello
There was maybe one or two head bolts that didn't take as much effort as the others did to remove them. I have uploaded the pictures of the number 4 cylinder walls. Is there a problem with the head bolts or the threads in the engine block? I'm just asking because you asked about the head bolts.

*** 11/24/2021 09:34:41 ***
163777367871027752085723063781 91.jpg added by omar cabello on 11/24/2021 09:34:40

*** 11/24/2021 09:34:42 ***
163777386222391579191522275019315.jpg added by omar cabello on 11/24/2021 09:34:42

*** 11/24/2021 09:34:43 ***
163777390465211942637870861027 49.jpg added by omar cabello on 11/24/2021 09:34:43

*** 11/24/2021 09:34:44 ***
163777399908839032533203627714 43.jpg added by omar cabello on 11/24/2021 09:34:44

*** 11/24/2021 09:37:01 ***
Web - Note created on 11/24/2021 09:37:01 and created by omar cabello
there is no damage to the #4 cylinder walls.

*** Web - Advice created on 11/24/2021 20:21:47 and created by Juan Vazquez ***
1: Thank you for that information. Lead agent for this platform has also reviewed this case and we feel that this mark on the piston has been there for 16,000 miles and it has not caused any problems, we do not see it causing a problem in the future.

Please clean all the treads on the block, blow out any debris inside them, lubricate the treads and run a bolt in and out on all the bolts before installing the head to verify treads in the block are in sound condition.

Please continue with repairs, no PWA needed for head repairs.

*** 12/02/2021 12:36:24 ***
Web - Note created on 12/02/2021 12:36:23 and created by omar cabello
based on your advice i will proceed with the repairs and not be concern about the mark on the number 4 piston.

*** 12/02/2021 12:37:42 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: / dtc /

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,524

Prod Date: 05/13/2013 **Warranty Start Date:** 11/04/2014

Dealer/Contact Data:

Dealer: NY134 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Michael Perez **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: HEAD BOLTS - STRIPPED

Case History

*** 11/23/2021 10:10:46 ***
Contact = Michael Perez, Priority = Standard, Sub Status = Dispatched

*** 11/23/2021 10:10:46 ***
Web - Problem Description created on 11/23/2021 10:10:46 and created by Michael Perez
customer states car is always over heating and theres oil mixed coolant in the reivor

*** 11/23/2021 10:10:47 ***
Web - Diagnostics created on 11/23/2021 10:10:47 and created by Michael Perez
poped hood and found oil in the coolant resivor
performed block test and failed

lifted car and found coolant leaking between head and block
cars smokes a little

requires engine

*** 11/23/2021 10:16:11 ***
Accepted from Queue Level 2 Restricted Dealers to WIPBin LV2 To BE Reviewed by Angelo Curcio

*** 11/23/2021 11:11:29 ***
Dispatched from WIPBin = LV2 To BE Reviewed to Queue TL_Sorento_Sportage_Telluride by Angelo Curcio
Reason: coolant leaking between head and block. NY134 is only on restriction for SC147/PI1802/03

*** 11/23/2021 14:47:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/23/2021 14:47:27 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head

bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Service Alert Escalated to CA as: 14502792 on 11/24/2021 01:08:22 (PST)

*** 11/30/2021 08:05:23 ***
Web - Note created on 11/30/2021 08:05:23 and created by Michael Perez
Took off cams and found a head bolt loose .when I tried tightening it it kept spinning . Pulled head bolt out and found block treads on bolt

*** 11/30/2021 08:05:26 ***
41A96B02-FFD8-4386-A176-53DEC616C57A.jpeg added by Michael Perez on 11/30/2021 08:05:24

*** 11/30/2021 08:05:35 ***
IMG_3981.MOV added by Michael Perez on 11/30/2021 08:05:26

*** Web - Advice created on 11/30/2021 08:11:05 and created by Eddie Milton ***
1: Thank you for the video and photo.

Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 11/30/2021 08:11:08 ***
Allow Auto PWA Case checked on 11/30/2021 8:11:8 and checked by Eddie Milton

*** 11/30/2021 10:21:22 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,941

Prod Date: 12/16/2013 **Warranty Start Date:** 12/26/2013

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 **FAX:** 3012790985

Contact: Derrick Wright **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolts Case for Warranty

Symptom: General Info **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/24/2021 06:14:59 ***
Contact = Derrick Wright, Priority = Standard, Sub Status = Dispatched

*** 11/24/2021 06:15:00 ***
Web - Problem Description created on 11/24/2021 06:11:53 and created by Derrick Wright
Blown head gasket

*** 11/24/2021 06:15:00 ***
Web - Diagnostics created on 11/24/2021 06:11:54 and created by Derrick Wright
N/A

*** 11/24/2021 06:15:01 ***
headbolts.jpg added by Derrick Wright on 11/24/2021 06:15:00

*** 11/24/2021 09:08:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/24/2021 09:09:19 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/24/2021 09:09:26 ***
PWA has been authorized by Eddie Milton

*** 11/24/2021 09:09:26 ***
Case closed by Eddie Milton with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,670

Prod Date: 09/18/2014 **Warranty Start Date:** 01/31/2015

Dealer/Contact Data:

Dealer: ND002 Bill Barth Kia

Phone: 7016679999 **FAX:** 7016638491

Contact: Justin Dockter **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: HVAC-Heater stops blowing warm# Stripped Head Bolts

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: V OK OIL IN

Case History

*** 11/24/2021 08:59:14 ***
Contact = Justin Dockter, Priority = Standard, Sub Status = Dispatched

*** 11/24/2021 08:59:14 ***
Web - Problem Description created on 11/24/2021 08:59:14 and created by Justin Dockter
customer states vehicle does not blow heat at times.

*** 11/24/2021 08:59:14 ***
Web - Diagnostics created on 11/24/2021 08:59:14 and created by Justin Dockter
noticed coolant is low. performed combustion gas test. failed. removed valve cover on bank 1 and noticed 2 head bolts are stripped out in block. what would you do with a case like this?

*** 11/24/2021 11:37:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/24/2021 11:39:26 and created by Eddie Milton ***
1: Justin, can you attach a short video showing the VIN and the stripped head bolts being torqued.

*** 11/24/2021 11:42:14 ***
Web - Note created on 11/24/2021 11:42:14 and created by Justin Dockter
i also noticed that the radiator and the coolant jug are full of oil

*** Web - Advice created on 11/24/2021 11:47:49 and created by Eddie Milton ***
1: Can you please attach some photos of oil in the radiator and coolant reservoir?

*** 11/24/2021 11:56:43 ***
Web - Note created on 11/24/2021 11:56:43 and created by Justin Dockter
Added video

*** 11/24/2021 11:57:21 ***

20211124_134738.mp4 added by Justin Dockter on 11/24/2021 11:56:43

*** 11/24/2021 12:00:01 ***
Web - Note created on 11/24/2021 12:00:01 and created by Justin Dockter
Added pic

*** 11/24/2021 12:00:05 ***
20211124_135758.jpg added by Justin Dockter on 11/24/2021 12:00:02

*** Web - Advice created on 11/24/2021 12:19:49 and created by Eddie Milton ***
1: Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 11/24/2021 12:19:52 ***
Allow Auto PWA Case checked on 11/24/2021 12:19:52 and checked by Eddie Milton

*** 11/24/2021 13:36:27 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,318

Prod Date: 09/13/2013 **Warranty Start Date:** 09/28/2013

Dealer/Contact Data:

Dealer: IL016 Willowbrook Kia

Phone: 6309865000 **FAX:** 6309865640

Contact: Damian Barrientos **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: M, none/VT-clean/external

Case History

*** 11/26/2021 07:48:03 ***
Contact = Damian Barrientos, Priority = Standard, Sub Status = Dispatched

*** 11/26/2021 07:48:03 ***
Web - Problem Description created on 11/26/2021 07:26:33 and created by Damian Barrientos
Vehicle got towed in. Customer states white smoke is coming out of exhaust heavy. Lost heat engine is running rough and making noise.

*** 11/26/2021 07:48:03 ***
Web - Diagnostics created on 11/26/2021 07:36:33 and created by Damian Barrientos
Found coolant leaking in the rear head gasket engine making loud noises. Pressure test the coolant system and coolant keeps going into the cylinders. Getting exhaust gases in radiator when vehicle is running.

*** 11/26/2021 07:48:22 ***
20211126_093913.mp4 added by Damian Barrientos on 11/26/2021 07:48:04

*** 11/26/2021 07:48:41 ***
20211126_094301.mp4 added by Damian Barrientos on 11/26/2021 07:48:22

*** 11/26/2021 07:48:42 ***
16379415345311838366065.jpg added by Damian Barrientos on 11/26/2021 07:48:41

*** 11/26/2021 07:48:43 ***
16379415641331235494582.jpg added by Damian Barrientos on 11/26/2021 07:48:42

*** 11/26/2021 07:49:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/26/2021 07:50:00 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 11/26/2021 07:58:43 and created by John Rehm ***
1: Damien,
Have you performed a block leak test? If you do perform a block leak test, please record the test being performed and include the VIN in the same continuous video.

*** Web - Advice created on 11/26/2021 08:05:33 and created by John Rehm ***
1: Damian,
Have you performed a block leak test? If you do perform a block leak test, please record the test being performed and include the VIN in the same continuous video.
Also,
please request a Carfax report and attach to the case for review. Records with Kia show very little maintenance at the dealerships. If Carfax/records are incomplete, Please ask the customer to authorize removing the valve cover for the engine condition to be inspected, and if approved, please add a short video of the VIN plate and the valvetrain and the underside of the valve cover. Thank you

*** 11/26/2021 09:02:09 ***
20211126_105830.mp4 added by Damian Barrientos on 11/26/2021 09:01:42

*** 11/26/2021 09:41:03 ***
Web - Note created on 11/26/2021 09:41:03 and created by Damian Barrientos
Block test,and valve train videos uploaded

*** 11/26/2021 09:41:13 ***
20211126_113848.mp4 added by Damian Barrientos on 11/26/2021 09:41:03

*** Web - Advice created on 11/26/2021 11:07:52 and created by John Rehm ***
1: Damian, I did not clearly see the block leak tester fluid change colors. It looked like some coolant was being sucked into the tester and may have discolored the fluid. To prevent this you can use a funnel above the radiator neck to prevent fluid from being sucked into tester. If fluid does NOT change color clearly to show the presence of exhaust gasses, then a leak down test may be needed to show this clearly.
If the head gasket is leaking externally, please note this and SKIP the block leak or leak down video. If external leakage is found from head gasket, please clearly show this in a picture or short video.

*** 11/26/2021 11:46:35 ***
Web - Note created on 11/26/2021 11:46:34 and created by Damian Barrientos
The block test was from gases radiator was almost empty. Pressurized cooling system and sent video of external leakage from headgasket.

*** 11/26/2021 11:46:54 ***
20211126_133926.mp4 added by Damian Barrientos on 11/26/2021 11:46:35

*** Web - Advice created on 11/26/2021 13:27:30 and created by John Rehm ***
1: Thank you Damian,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 11/29/2021 06:59:58 ***
Web - Note created on 11/29/2021 06:59:58 and created by Damian Barrientos
Sent video of torquing the head bolts. The ones towards the intake they torque.but the bottom ones just keep spinning. Only torque to 19 found pounds and then drop to 10 foot pounds.

*** 11/29/2021 07:00:39 ***
20211129_085342.mp4 added by Damian Barrientos on 11/29/2021 06:59:59

*** 11/29/2021 08:46:22 ***

Web - Note created on 11/29/2021 08:46:22 and created by Damian Barrientos
Is video ok?

*** Web - Advice created on 11/29/2021 10:18:27 and created by John Rehm ***
1: Damian ,
Please request a long block for this repair if available. If they decline a long block then follow below.
If the heads are not warped I would recommend sending them out for pressure checking replace seals and check the guides. If they are warped I would recommend a long block be used if available. If there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

<For Internal Use Only
M, none/VT-clean/external leakage shown/bolts not torq>

*** 11/29/2021 10:18:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/29/2021 10:18:42 ***
PWA has been authorized by John Rehm

*** 11/29/2021 10:18:43 ***
Case closed by John Rehm with Resolution Code : Faulty Component
[Resolution Summary]
M, none/VT-clean/external leakage shown/bolts not torq

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,853

Prod Date: 10/30/2014 **Warranty Start Date:** 12/30/2014

Dealer/Contact Data:

Dealer: IA014 McGrath Kia

Phone: 3192496019 **FAX:** 3193936793

Contact: MARK WHITE **Contact Title:** Maintenance Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 11/27/2021 13:56:08 ***
Contact = MARK WHITE, Priority = Standard, Sub Status = Dispatched

*** 11/27/2021 13:56:08 ***
Web - Problem Description created on 11/27/2021 13:54:50 and created by MARK WHITE
Vehicle is intermittently overheating. Also has a cylinder 1 misfire. Runs rough.

*** 11/27/2021 13:56:08 ***
Web - Diagnostics created on 11/27/2021 13:54:50 and created by MARK WHITE
Found the engine misfiring in cylinder 1 that fades away as the vehicle runs for a bit. Found there to be coolant leaking outside the engine from the head gasket on the right bank. Removed the intake to get at cylinder 1. Found there to be coolant accumulation inside the cylinder. Would recommend engine replacement at this time. Will attach pictures.

*** 11/27/2021 13:56:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 11/27/2021 13:57:50 and created by Eric Patterson ***
1: Please add pictures to the case of the head gasket leaking. I will approve the engine replacement afterwards

*** 11/27/2021 13:59:30 ***
20211127_151036.jpg added by MARK WHITE on 11/27/2021 13:59:29

*** 11/27/2021 13:59:31 ***
20211127_151044.jpg added by MARK WHITE on 11/27/2021 13:59:30

*** 11/29/2021 05:34:19 ***
20211129_073219.jpg added by MARK WHITE on 11/29/2021 05:34:19

*** 11/29/2021 05:36:14 ***
Web - Note created on 11/29/2021 05:36:14 and created by Travis Cave

Uploaded a pic of the coolant leaking externally. This goes the length of the head. The aroma of coolant is strong as well underneath. Some coolant residue on the undershield from dripping as well as a bit on the subframe as well.

*** Web - Advice created on 11/29/2021 07:47:07 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 11/29/2021 07:47:24 ***
PWA Case created for RA Case 14506768 by Eric Patterson

*** 11/29/2021 07:47:25 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO S V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74432

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 35,216

Prod Date: 03/21/2019 **Warranty Start Date:** 07/05/2019

Dealer/Contact Data:

Dealer: WV016 Dutch Miller Kia

Phone: 3043437700 **FAX:** 8772863793

Contact: Homer Lanham **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # timing chain Case for Warranty Authorization

Symptom: Knocking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 11/30/2021 12:35:25 ***
Contact = Homer Lanham, Priority = Standard, Sub Status = Dispatched

*** 11/30/2021 12:35:26 ***
Web - Problem Description created on 11/30/2021 12:35:26 and created by Siebel eSupport
engine rattle noise p0345 ,p03900 ,p0087 . smoking

*** 11/30/2021 12:35:26 ***
Web - Diagnostics created on 11/30/2021 12:35:26 and created by Siebel eSupport
removed valve cover to locate noise found bolt backed out of intake cvt on front head . bolt hit cylinder head and stopped cam broke timing chain . removed cams and done leak down test , #4 and #6 were both leaking 25% threw crankcase . both 4 and 6 were full of oil

*** 11/30/2021 12:46:15 ***
163830499887522308083l.jpg added by Homer Lanham on 11/30/2021 12:46:14

*** 11/30/2021 12:46:16 ***
1638305105481171720380 7.jpg added by Homer Lanham on 11/30/2021 12:46:15

*** 11/30/2021 12:46:17 ***
16383051510051571485109.jpg added by Homer Lanham on 11/30/2021 12:46:16

*** Service Alert Escalated to CA as: 14512369 on 12/01/2021 01:08:03 (PST)

*** 12/01/2021 06:34:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 12/01/2021 06:38:41 and created by Sam Camarillo ***

1: Based on the information provided I would recommend engine replacement. Replace the engine with a long block, if available, If a long block is not available then replace the short block and follow Pitstop PS539 for Engine Component Re-use Guidelines
2: I have generated a PWA case for you. I recommend that you replace the engine following normal service procedures.

*** 12/01/2021 06:39:05 ***
PWA Case created for RA Case 14511430 by Sam Camarillo

*** 12/01/2021 06:39:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,016

Prod Date: 07/25/2013 **Warranty Start Date:** 08/20/2013

Dealer/Contact Data:

Dealer: MO022 Jim Butler Kia

Phone: 6362569600 **FAX:** 6367282546

Contact: Keith Sutton **Contact Title:** Service Consultant **Service District:** CE04

Case Details:

Case Title: Engine Mechanical #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/02/2021 09:42:08 ***
Contact = Keith Sutton, Priority = Standard, Sub Status = Dispatched

*** 12/02/2021 09:42:09 ***
Web - Problem Description created on 12/02/2021 09:42:08 and created by Keith Sutton
customer reports heater is inoperable

*** 12/02/2021 09:42:09 ***
Web - Diagnostics created on 12/02/2021 09:42:09 and created by Keith Sutton
inspected and verified heater not working, low in radiator and possible oil in reservoir. cooling fan working with operation from kds, bank 1 leaking from head gasket, coolant also noticed on under cover, signs of coolant being pushed out of reservoir, filled and pressure tested cooling system, with cold engine held 17 psi for 15 mins, warmed engine and re-pressure tested cropped from 17 psi to 14 psi in 10mins, coolant bubbling from reservoir also.

*** 12/02/2021 09:49:46 ***
20211202_092915.mp4 added by Keith Sutton on 12/02/2021 09:49:06

*** 12/02/2021 14:00:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/02/2021 14:02:29 and created by Frank Lusic ***
1: Hello Keith
I see that the PT warranty is no longer valid , let me know if you still need assistance

*** Service Alert Escalated to CA as: 14517956 on 12/03/2021 01:08:28 (PST)

*** Case has been auto closed by the system on 12/18/2021 01:16:29 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,722

Prod Date: 02/18/2014 **Warranty Start Date:** 03/27/2014

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Christopher McKenney **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/02/2021 13:47:35 ***
Contact = Christopher McKenney, Priority = Standard, Sub Status = Dispatched

*** 12/02/2021 13:47:36 ***
Web - Problem Description created on 12/02/2021 13:33:49 and created by Christopher McKenney
Customer states oil and coolant mixed together, engine running rough.

*** 12/02/2021 13:47:36 ***
Web - Diagnostics created on 12/02/2021 13:33:49 and created by Christopher McKenney
Verified complaints, scanned all systems for DTCs, found P0116 and P0193 stored in system (VDN # B28VAPA050211202002I) verified oil and coolant in coolant reservoir, looked for external oil and/or coolant leaks, found fluid leaking from back corner (cylinder 5) of engine between cylinder head and block. Removed intake plenum and bank 1 valve cover, unbolted cam caps and moved cam aside. Checked for loose/stripped head bolts between cylinders 3 and 5, found head bolt between cylinders 3 and 5 on exhaust side loose, attempted to tighten bolt to see if it would hold torque, but bolt just kept spinning and did not tighten. Video of valve train attached.

*** 12/02/2021 13:48:15 ***
20211202_161849[1].mp4 added by Christopher McKenney on 12/02/2021 13:47:37

*** 12/02/2021 13:49:36 ***
Accepted, from Queue = Level 2 Restricted Dealers to WIPBin default-1

*** 12/02/2021 13:49:46 ***
Dispatched from WIPBin = default-1 to Queue TL_Sorento_Sportage_Telluride by David Ferger
Reason:

*** 12/03/2021 07:56:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/03/2021 07:58:00 and created by Frank Lusic ***

1: Hello Christopher

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/03/2021 07:58:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/03/2021 07:58:07 ***
PWA has been authorized by Frank Lusic

*** 12/03/2021 07:58:07 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,590

Prod Date: 10/20/2017 **Warranty Start Date:** 12/30/2017

Dealer/Contact Data:

Dealer: TN044 Greenway Kia Franklin

Phone: 6152247973 **FAX:** 6152247985

Contact: tim Harling **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 12/01/2021 12:32:28 ***
Contact = tim Harling, Priority = Standard, Sub Status = Dispatched

*** 12/01/2021 12:32:28 ***
Web - Problem Description created on 12/01/2021 12:32:28 and created by tim Harling
c/s last week at idle in traffic temp gauge went to hot and could hear boiling

*** 12/01/2021 12:32:29 ***
Web - Diagnostics created on 12/01/2021 12:32:29 and created by tim Harling
found coolant leaking at back cylinder head due to more than likely stripped head bolts.

*** 12/02/2021 05:59:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 12/02/2021 06:08:22 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 12/02/2021 14:34:54 ***
20211202_162910.mp4 added by tim Harling on 12/02/2021 14:34:31

*** 12/02/2021 15:18:56 ***
Web - Note created on 12/02/2021 15:18:56 and created by tim Harling
video added threads in back left corner stripped

*** Web - Advice created on 12/03/2021 05:10:54 and created by Sam Camarillo ***
1: Thanks for the videos
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/03/2021 05:11:21 ***
PWA Case created for RA Case 14514095 by Sam Camarillo

*** 12/03/2021 05:11:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,526

Prod Date: 03/05/2014 **Warranty Start Date:** 03/27/2014

Dealer/Contact Data:

Dealer: NC048 Fred Anderson Kia

Phone: 9197854500 **FAX:** 9198811249

Contact: matthew creech **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty validation was

Case History

*** 12/06/2021 07:03:12 ***
Contact = matthew creech, Priority = Standard, Sub Status = Dispatched

*** 12/06/2021 07:03:12 ***
Web - Problem Description created on 12/06/2021 07:03:12 and created by matthew creech
engine is overheating.

*** 12/06/2021 07:03:13 ***
Web - Diagnostics created on 12/06/2021 07:03:13 and created by matthew creech
verified the concern and found that the coolant is passing freely between front cylinder head and block and causing the coolant to get low and then it overheats it says they do not have power train coverage but the service writer says they bought there lease so they still have coverage.

*** 12/06/2021 08:42:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/06/2021 08:47:31 and created by Jerry Gossling ***
1: Matthew,
Warranty validation shows a different name than what's listed under the vin number.
You will need to contact Consumer Affairs or Kia warranty to validate warranty coverage and to have the name corrected in Warranty Validation. If its determined the customer has valid warranty than make sure they correct the name in Warranty Validation.
Thank you

*** Service Alert Escalated to CA as: 14523797 on 12/07/2021 01:12:01 (PST)

*** 12/16/2021 10:57:05 ***
Web - Note created on 12/16/2021 10:57:05 and created by Michael Hall

i had my service writer call and she has assured me that it should all be taken care of now.

*** Web - Advice created on 12/16/2021 13:30:40 and created by Jerry Gossling ***
1: Matthew,
Provide a copy of the vehicles registration and of the front of the repair order.
Thank you

*** 12/23/2021 13:13:54 ***
Web - Note created on 12/23/2021 13:13:54 and created by matthew creech
Pictures are added

*** 12/23/2021 13:13:56 ***
20211223_160433.jpg added by matthew creech on 12/23/2021 13:13:55

*** 12/23/2021 13:13:57 ***
20211223_154346.jpg added by matthew creech on 12/23/2021 13:13:57

*** 12/27/2021 04:48:19 ***
Web - Note created on 12/27/2021 04:48:19 and created by matthew creech
i have added the pictures of the registration in front of the vis and the ro so there are 2.

*** 12/30/2021 13:56:35 ***
Web - Note created on 12/30/2021 13:56:34 and created by matthew creech
is there any update on this issue yet.

*** Web - Advice created on 12/31/2021 12:06:30 and created by Jerry Gossling ***
1: Matthew,
The name on the registration, on the repair order and in the case do not match.
You will need to contact Kia warranty to resolve this concern.
Thank you

*** 01/05/2022 14:34:58 ***
Web - Note created on 01/05/2022 14:34:58 and created by Shelby Ross
The customers registration is under her married name. Wagner is her maiden name, in which she purchased the vehicle under, Prillaman is her married name. What is the fastest and easiest way to resolve this issue? I have already contacted our DPSM once to get the 10/100 validated as she leased the vehicle prior to purchasing once her lease expired.

Thank you.

*** Web - Advice created on 01/06/2022 04:30:41 and created by Jerry Gossling ***
1: Shelby,
You will need to contact Kia Consumer Affairs or Warranty as I cannot override the system to authorize the engine replacement.
After the warranty coverage is resolved, I will need you to perform the following procedure.
>>>Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 01/18/2022 04:28:21 ***
Web - Note created on 01/18/2022 04:28:20 and created by matthew creech
i will get my advisor to work on that.

*** 01/18/2022 05:15:08 ***
Web - Note created on 01/18/2022 05:15:08 and created by Joseph Ducey
Called Consumer Affairs, VIS is updated to Ashley Wagner and showing 10/100 coverage. Uploaded updated vis showing that coverage.

*** 01/18/2022 05:15:09 ***

wagner_vis.pdf added by Joseph Ducey on 01/18/2022 05:15:09

*** Web - Advice created on 01/18/2022 06:33:59 and created by Jerry Gossling ***
1: Joseph,
The Ashely "OAKES" is still shown as the owner in the vehicle's information and the vehicle registration you provided has a different last name as well (Ashley Danielle Prillaman)
My system still shows no warranty coverage.
I recommend to contact Kia warranty to resolve this issue.
Thank you

*** 01/31/2022 05:15:25 ***
Web - Note created on 01/31/2022 05:15:25 and created by matthew creech
still working with the service writer to try and get the information updated our dpsm said he can change it but the customer will need to provide a marriage licence and we are waiting on her to bring that to dealership.

*** Web - Advice created on 01/31/2022 06:52:34 and created by Jerry Gossling ***
1: Thanks for the update.

*** 02/15/2022 07:37:35 ***
Web - Note created on 02/15/2022 07:37:35 and created by Shelby Ross
Customer has provided marriage license and warranty information has been updated.

*** Web - Advice created on 02/15/2022 08:29:51 and created by Jerry Gossling ***
1: Shelby,
The information in the case still shows Wagner as the last name and the case is still not showing any warranty coverage.
Please contact Kia warranty to resolve this issue.
Thank you

*** 02/15/2022 12:28:45 ***
Web - Note created on 02/15/2022 12:28:45 and created by Shelby Ross
Yes, Wagner is her married name. I reprinted the VIS showing warranty validation. I have already contacted the DPSM and he has resolved this issue as of Feb. 8th. What else would I need to do to get this resolved? The car has been down for quite a while now, we have taken every step needed to get the warranty validation to show and there still seems to be an issue. Can I upload a copy of the VIS showing that she has 10/100?!

*** 02/15/2022 13:09:34 ***
Web - Note created on 02/15/2022 13:09:33 and created by Shelby Ross
So, I have contacted my DPSM and figured this out. I do have a validated VIS here and the registration with the last name as Prillaman, which is her maiden name. Can I upload that to the case or do I need to edit the techline case information in order for yall to see the validation for 10/100?

*** 02/15/2022 13:53:08 ***
Web - Note created on 02/15/2022 13:53:08 and created by Shelby Ross
I have uploaded the validated VIS along with the matching registration for the customer.

*** 02/15/2022 13:53:10 ***
PRILLAMAN.pdf added by Shelby Ross on 02/15/2022 13:53:09

*** Web - Advice created on 02/15/2022 14:35:17 and created by Jerry Gossling ***
1: Shelby,
I have sent the case to my supervisor for review.
Thank you

*** 02/16/2022 05:43:42 ***
Warranty coverage overridden by Rob Levy.

*** 02/16/2022 05:44:29 ***
Assigned to WIPBin default of Jerry Gossling by Rob Levy
Reason:

*** Web - Advice created on 02/16/2022 05:51:02 and created by Jerry Gossling ***
1: Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** Web - Advice created on 02/16/2022 05:51:47 and created by Jerry Gossling ***
1: Note warranty validation corrected.

*** 03/02/2022 07:53:48 ***
Web - Note created on 03/02/2022 07:53:48 and created by matthew creech
Attached a video showing stripped bolts.

*** 03/02/2022 07:54:05 ***
20220302_104318.mp4 added by matthew creech on 03/02/2022 07:53:49

*** Web - Advice created on 03/02/2022 11:40:53 and created by Jerry Gossling ***
1: Matthew,
Make sure to thoroughly check the cylinder heads for warpage with a machinist straight edge per the inspection procedure outlined in the shop manual.

I am going to generate a PWA case for engine replacement.
Thanks

*** Web - Advice created on 03/02/2022 11:42:18 and created by Jerry Gossling ***
1: Matthew,
I just noticed your dealer is DSA and does not require a PWA to replace the engine.
I recommend to replace the short block and to check the cylinder heads for warpage.
Review Pitstop 539.
Thank you

*** 03/03/2022 06:43:10 ***
Web - Note created on 03/03/2022 06:43:10 and created by matthew creech
i will get it ordered thank you i will close the case now.

*** 03/03/2022 06:43:43 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Warranty validation was corrected. Video shows stripped head bolts.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 84,397

Prod Date: 04/22/2014 **Warranty Start Date:** 12/13/2014

Dealer/Contact Data:

Dealer: GA053 Kia Mall of Georgia

Phone: 6788042000 **FAX:** 6785468566

Contact: BRYAN MOULDER **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats # Stripped Block Threads Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 12/14/2021 12:07:50 ***
Contact = BRYAN MOULDER, Priority = Standard, Sub Status = Dispatched

*** 12/14/2021 12:07:50 ***
Web - Problem Description created on 12/14/2021 12:07:50 and created by BRYAN MOULDER
overheating

*** 12/14/2021 12:07:51 ***
Web - Diagnostics created on 12/14/2021 12:07:50 and created by BRYAN MOULDER
Failed block test. removed back valve cover found head bolts free spinning.

*** 12/14/2021 12:12:46 ***
20211214_151101.mp4 added by BRYAN MOULDER on 12/14/2021 12:12:38

*** 12/14/2021 13:24:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/14/2021 16:17:36 and created by Andrew Velasco ***
1: Hello, Bryan. Do you have a picture of the failed block test?

Is the oil mixing with the coolant as well? Please attach a picture to the case.

2: If the answer is no to the above, please perform a leak down test and show the bubbles coming out of the radiator.

*** Web - Advice created on 12/14/2021 16:18:06 and created by Andrew Velasco ***
1: I apologize, please show the bubbles from the radiator in a video. Please display the VIN plate as well.

*** 12/14/2021 19:00:48 ***
Web - Note created on 12/14/2021 19:00:48 and created by BRYAN MOULDER
this engine is already took apart and this type video was sufficient for this condition in previous cases please review

*** Service Alert Escalated to CA as: 14538286 on 12/15/2021 01:08:53 (PST)

*** Web - Advice created on 12/15/2021 09:57:53 and created by Andrew Velasco ***
1: In the future, attach a picture of the failed block test or bubbles from the radiator when performing a leak down.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/15/2021 09:58:21 ***
PWA Case created for RA Case 14537266 by Andrew Velasco

*** 12/15/2021 09:58:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,953

Prod Date: 03/23/2013 **Warranty Start Date:** 12/31/2013

Dealer/Contact Data:

Dealer: IL083 Kia of Lincolnwood

Phone: 8475817500 **FAX:** 8477454257

Contact: Jonathan Severe **Contact Title:** Dual Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/07/2021 09:19:53 ***
Contact = Jonathan severe, Priority = Standard, Sub Status = Dispatched

*** 12/07/2021 09:19:54 ***
Web - Problem Description created on 12/07/2021 09:04:05 and created by Jonathan severe
customer states radiator was replace in January. when driving there was a smoke coming from the engine bay. customer states there is coolant and oil dripping. no performance issue at this moment and heat is not operate. no check engine light on.

*** 12/07/2021 09:19:54 ***
Web - Diagnostics created on 12/07/2021 09:14:06 and created by Jonathan severe
vehicle is overheating coolant is mixing with oil. when i start vehicle coolant is bubbling in the reservoir. i did a pressure test vehicle is holding pressure.

*** 12/07/2021 09:20:01 ***
20211207_105202_186187713440326.mp4 added by Jonathan severe on 12/07/2021 09:19:55

*** 12/07/2021 09:20:02 ***
20211207_111700.jpg added by Jonathan severe on 12/07/2021 09:20:01

*** 12/07/2021 09:20:03 ***
20211207_111710.jpg added by Jonathan severe on 12/07/2021 09:20:03

*** 12/07/2021 13:17:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 12/07/2021 13:22:12 and created by Jay Jurado ***
1: Thanks for the video. Please check to see if any of the head bolt threads have pulled out of the block. Please attach photos if any are found. Thank you.

*** Service Alert Escalated to CA as: 14525661 on 12/08/2021 01:06:38 (PST)

*** 12/16/2021 14:19:42 ***
Web - Note created on 12/16/2021 14:19:42 and created by Jonathan severe
RIGHT SIDE CYNLIDER HEAD FIND 2 HEAD BOLTS SPINNING LEFT SIDE CYLINDER HEAD FING 5 HEAD BOLTS SPINNING
UPLOADED ONE VIDEO AND 4 PIC OF CYLINDER HEAD BOLTS

*** 12/16/2021 14:19:50 ***
20211216_152156_311096850801218.mp4 added by Jonathan severe on 12/16/2021 14:19:43

*** 12/16/2021 14:19:52 ***
20211216_161040.jpg added by Jonathan severe on 12/16/2021 14:19:51

*** 12/16/2021 14:19:53 ***
20211216_161028.jpg added by Jonathan severe on 12/16/2021 14:19:52

*** 12/16/2021 14:19:54 ***
20211216_161047.jpg added by Jonathan severe on 12/16/2021 14:19:54

*** 12/16/2021 14:19:56 ***
20211216_161054.jpg added by Jonathan severe on 12/16/2021 14:19:55

*** Web - Advice created on 12/17/2021 06:49:19 and created by Jay Jurado ***
1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 12/17/2021 06:49:39 ***
PWA Case created for RA Case 14524547 by Jay Jurado

*** 12/17/2021 06:49:40 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,733

Prod Date: 03/21/2013 **Warranty Start Date:** 09/20/2013

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090 **FAX:** 3042915512

Contact: John Porterfield **Contact Title:** Dual Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Heating Ventilation & A/C

Component: Ground

Resolution: PWA Authorized

Case History

*** 12/10/2021 12:12:45 ***
Contact = John Porterfield, Priority = Standard, Sub Status = Dispatched

*** 12/10/2021 12:12:46 ***
Web - Problem Description created on 12/10/2021 12:12:45 and created by John Porterfield
CUSTOMER STATE VEHICLE OVER HEATED AN SHUT OFF WOULDNT START BACK UP

*** 12/10/2021 12:12:46 ***
Web - Diagnostics created on 12/10/2021 12:12:46 and created by John Porterfield
COOLANT LEVEL LOW ADDED COOLANT AN PRESSURE TESTED SYSTEM WITH ENGINE COOLED NO VISIABLE LEAK GOT ENGINE TO OPERATING TEMP AN NOTICED COOLANT LEAKING BETWEEN CYLINDER HEAD AN ENGINE BLOCK AT GASKET CLOSEST TO THE CORNER NEAR BELL HOUSEING BELEIVED HEAD BOLTS ARE DAMAGED NEED TO KNOW IF THERE IS A PROCEDURE BEFORE ORDING A SHORT BLOCK

*** 12/10/2021 14:29:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/10/2021 14:30:42 and created by Frank Lusic ***
1: Hello John
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** Service Alert Escalated to CA as: 14532708 on 12/11/2021 01:07:55 (PST)

*** 12/22/2021 06:49:42 ***
Web - Note created on 12/22/2021 06:49:42 and created by John Porterfield
ORDERED SHORT BLOCK THANKS

*** 12/22/2021 07:06:56 ***
PWA Case created for RA Case 14531889 by Frank Lusic

*** 12/22/2021 07:06:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,139

Prod Date: 11/18/2013 **Warranty Start Date:** 12/21/2013

Dealer/Contact Data:

Dealer: NY104 Karp Kia

Phone: 5167640200 **FAX:** 5167647598

Contact: Shavon Lawrence **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/27/2021 13:10:56 ***
Contact = Shavon Lawrence, Priority = Standard, Sub Status = Dispatched

*** 12/27/2021 13:10:56 ***
Web - Problem Description created on 12/27/2021 13:03:32 and created by Shavon Lawrence
c/s states vehicle will overheat they also replaced thermostat water pump and coolant tank

*** 12/27/2021 13:10:56 ***
Web - Diagnostics created on 12/27/2021 13:03:32 and created by Shavon Lawrence
stripped engine down removed cams and try to toque head bolts found that it stop at 18 pounds.

*** 12/28/2021 04:36:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/28/2021 04:40:49 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 12/28/2021 04:40:59 ***
PWA has been authorized by Tony Thomas

*** 12/28/2021 04:40:59 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,368

Prod Date: 09/23/2014 **Warranty Start Date:** 11/25/2014

Dealer/Contact Data:

Dealer: TX146 Vanguard Kia of Arlington

Phone: 8173752700 **FAX:** 8173752795

Contact: Emanuel Hernandez **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 12/28/2021 17:35:25 ***
Contact = Emanuel Hernandez, Priority = Standard, Sub Status = Dispatched

*** 12/28/2021 17:35:25 ***
Web - Problem Description created on 12/28/2021 17:35:25 and created by Emanuel Hernandez
Customer states that vehicle is overheating. While inspecting vehicle found coolant level low .Performed block test and found block test to have failed.

*** 12/28/2021 17:35:26 ***
Web - Diagnostics created on 12/28/2021 17:35:26 and created by Emanuel Hernandez
performed block test and found block test to have failed. Performed leak down test and found head gasket blown on cylinder 1.

*** 12/28/2021 17:37:27 ***
20211228_190034.mp4 added by Emanuel Hernandez on 12/28/2021 17:37:17

*** 12/29/2021 12:59:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/29/2021 13:00:40 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 01/04/2022 04:31:01 ***
Web - Note created on 01/04/2022 04:31:00 and created by Emanuel Hernandez
3 Of the head bolts on b1 were loose and pulled the threads when tightened.

*** Web - Advice created on 01/04/2022 07:39:17 and created by Eddie Milton ***
1: Good morning Emanuel. Can you please attach a short video?

*** 01/04/2022 13:09:07 ***
20220104_150659.mp4 added by Emanuel Hernandez on 01/04/2022 13:08:51

*** 01/04/2022 13:09:31 ***
Web - Note created on 01/04/2022 13:09:31 and created by Emanuel Hernandez
Provided video

*** Web - Advice created on 01/04/2022 14:10:33 and created by Eddie Milton ***
1: Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 01/04/2022 14:10:39 ***
Allow Auto PWA Case checked on 1/4/2022 14:10:39 and checked by Eddie Milton

*** 01/04/2022 14:44:42 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,442

Prod Date: 02/05/2018 **Warranty Start Date:** 03/30/2018

Dealer/Contact Data:

Dealer: NY128 Kia of West Nyack

Phone: 8453531919 **FAX:** 8453534296

Contact: Harvinder Singh **Contact Title:** Shop Foreman **Service District:** EA04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 12/28/2021 07:31:15 ***
Contact = Harvinder Singh, Priority = Standard, Sub Status = Dispatched

*** 12/28/2021 07:31:15 ***
Web - Problem Description created on 12/28/2021 07:31:15 and created by Harvinder Singh
CUSTOMER STATES COOLANT LEAKING AND VEHICLE OVERHEATING.

*** 12/28/2021 07:31:15 ***
Web - Diagnostics created on 12/28/2021 07:31:15 and created by Harvinder Singh
CONCERN CONFIRMED, VEHICLE HAS COOLANT LEAK. FOUND COOLANT ALL OVER TRANSMISSION ASSEMBLY AND COOLANT BETWEEN THE ENGINE BLOCK ASSEMBLY. COOLANT IS BUBBLING INSIDE RESERVIOR AND BACK PRESSURING COOLANT. APPLIED COOLANT PRESSURE TEST ON VEHICLE, CANT PIN POINT WHERE THE COOLANT IS COMING FROM.

*** 12/28/2021 12:44:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/28/2021 12:46:53 and created by Frank Lusic ***
1: Hello Harvinder
the source of the coolant leak needs to be found, Please keep looking

*** 12/29/2021 06:47:43 ***
Web - Note created on 12/29/2021 06:47:43 and created by Harvinder Singh
the leak is coming out slowly from the rear head gasket. You can see it sipping very slowly out.

*** 12/29/2021 06:52:57 ***
Web - Note created on 12/29/2021 06:52:57 and created by Harvinder Singh
uploaded a video of the leak to the case, its coming out that area very slowly.

*** 12/29/2021 06:53:05 ***

IMG_9126.MOV added by Harvinder Singh on 12/29/2021 06:52:58

*** Web - Advice created on 12/29/2021 07:53:27 and created by Frank Lusic ***
1: What is leaking? I cannot tell what area this is from the video

*** 12/29/2021 07:55:58 ***
Web - Note created on 12/29/2021 07:55:58 and created by Harvinder Singh
the head gasket is leaking from bank 1

*** Web - Advice created on 12/29/2021 08:23:19 and created by Frank Lusic ***
1: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 12/30/2021 09:27:24 ***
Web - Note created on 12/30/2021 09:27:23 and created by Harvinder Singh
Removed the cams to inspect the head bolts. Bolt numbers 5-6-7-8 were torqued to specs. Bolts 1-2-4-3 were loose. Went to tighten the bolts to spec. Only #3 bolt tightened however the rest of the bolts threads wont hold in block. Seems like the bolts are going to snap.

*** Web - Advice created on 12/30/2021 10:04:20 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/30/2021 10:04:42 ***
PWA Case created for RA Case 14558842 by Frank Lusic

*** 12/30/2021 10:04:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 18,396

Prod Date: 05/22/2020 **Warranty Start Date:** 06/10/2020

Dealer/Contact Data:

Dealer: IL074 World Kia Joliet

Phone: 8157252575 **FAX:** 8158468964

Contact: Britt Dooley **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 11/29/2021 12:52:56 ***
Contact = Britt Dooley, Priority = Standard, Sub Status = Dispatched

*** 11/29/2021 12:52:57 ***
Web - Problem Description created on 11/29/2021 10:14:52 and created by Britt Dooley
car was overheating and smoking white from tail pipe. found 80% leak down to radiator in cylinders 1, 3 and 5. front valve cover was off when i inherited the car from another tech that no longer works here or i would send a video. when i turned the engine by hand coolant poured from cyls. 3 and 5 so i suspect this engine has probably been hydro locked at some point. please advise.

*** 11/29/2021 12:52:57 ***
Web - Diagnostics created on 11/29/2021 10:14:52 and created by Britt Dooley
leak down test

*** 11/30/2021 05:34:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/30/2021 05:35:34 and created by Frank Lusic ***
1: Hello Britt
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 12/14/2021 10:30:48 ***
Web - Note created on 12/14/2021 10:30:48 and created by Britt Dooley
waiting for a bay to do this.

*** Web - Advice created on 12/14/2021 10:34:58 and created by Frank Lusic ***

1: Thanks

*** Service Alert Escalated to CA as: 14538368 on 12/15/2021 01:08:53 (PST)

*** Case has been auto closed by the system on 12/30/2021 01:23:51 (PST)
*** 12/30/2021 11:27:01 ***
Case Number: XXXXXXXX Reopen Requested by Britt Dooley.
Reason: [found broken head bolt between cylinders #3 and #5.]

*** 12/30/2021 12:42:34 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/30/2021 12:42:56 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/30/2021 12:43:20 ***
PWA Case created for RA Case 14508095 by Frank Lusic

*** 12/30/2021 12:43:20 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,476

Prod Date: 05/15/2014 **Warranty Start Date:** 11/22/2014

Dealer/Contact Data:

Dealer: PA081 Kia of Coatesville

Phone: 6103847700 **FAX:** 6103847733

Contact: Steven Williams **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: HVAC - Heater inop # Coolant Leaking Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 12/22/2021 06:23:04 ***
Contact = Steven Williams, Priority = Standard, Sub Status = Dispatched

*** 12/22/2021 06:23:04 ***
Web - Problem Description created on 12/22/2021 06:20:28 and created by Steven Williams
car is loosing coolant causing no heat.

*** 12/22/2021 06:23:05 ***
Web - Diagnostics created on 12/22/2021 06:20:28 and created by Steven Williams
pulled car into shop and checked car for proper coolant level. found that coolant level was low. topped off coolant and performed cooling system pressure test to car. found that pressure was dropping but there was no signs of coolant leaking. checked oil dipstick for any oil coolant mixture. had funnel sitting on radiator and checked operation. found that when car was running there where bubbles coming out of radiator. performed cooling system block tester and found that when testing that there is signs of a head gasket issue. removed front valve cover from head and checked head bolt torque. found that 2 head bolts just spun and would not tighten. how should we proceed

*** 12/22/2021 06:24:56 ***
3839AC87-34D6-41D2-8617-EA733BEFFDFD.jpeg added by Steven Williams on 12/22/2021 06:24:56

*** 12/22/2021 08:17:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/22/2021 08:20:47 and created by Brian Hernandez ***
1: Please send a picture showing the head bolts with the stripped threads for review.

*** Service Alert Escalated to CA as: 14552940 on 12/23/2021 01:07:48 (PST)

*** 12/28/2021 12:32:40 ***

Web - Note created on 12/28/2021 12:32:40 and created by Steven Williams
Removed both head bolts and found no threads on the bolts. The engine block is where the problem must be. See attached pic

*** 12/28/2021 12:32:42 ***
EDE5A4D7-93A9-4F49-946A-844D20BD8846.jpeg added by Steven Williams on 12/28/2021 12:32:41

*** Web - Advice created on 12/28/2021 17:04:48 and created by Brian Hernandez ***
1: Since there are no threads on the head bolts please send a video showing the head bolt inside the slot it's threads are stripped from and then spin the bolt into the slot where the threads are stripped and keep ratcheting it in to show that it just spins but doesn't grab on to anything. You can you a regular ratchet so you can spin it in quicker. Show it spinning for at least 10 seconds. Then Warranty will allow us to approve an engine.

*** 12/30/2021 06:49:22 ***
Web - Note created on 12/30/2021 06:49:21 and created by Steven Williams
Attached video with two head bolts spinning and not getting tight. Let us know how we should proceed.

*** 12/30/2021 06:49:35 ***
IMG_7689.MOV added by Steven Williams on 12/30/2021 06:49:22

*** Web - Advice created on 12/30/2021 19:04:40 and created by Brian Hernandez ***
1: I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.
<For Internal Use Only
If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks>

*** 12/30/2021 19:05:13 ***
PWA Case created for RA Case 14551017 by Brian Hernandez

*** 12/30/2021 19:05:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,927

Prod Date: 04/26/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: AZ057 Ken Garff Kia Bell Road

Phone: 6023132300 **FAX:** 6023132298

Contact: Jason Wood **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: No Compression **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PWA Authorized

Case History

*** 12/20/2021 15:31:17 ***
Contact = Jason Wood, Priority = Standard, Sub Status = Dispatched

*** 12/20/2021 15:31:17 ***
Web - Problem Description created on 12/20/2021 14:58:50 and created by Jason Wood
Customer states vehicle died in flight would not start back up.

*** 12/20/2021 15:31:17 ***
Web - Diagnostics created on 12/20/2021 14:58:51 and created by Jason Wood
Verified customers concern tried starting vehicle, cranking abnormally. Performed compression test and found cylinder 1 at 20 psi, cylinder 2 at 150 psi, cylinder 3 at 140 psi, cylinder 4 at 150 psi, cylinder 5 at 145 psi, cylinder 6 at 155 psi. Performed leak-down test and found cylinder 1 leaking in the cooling system with a leak rating of 90%. Removed cam assemblies for Bank 1 and checked torque on head bolts. Found corner head bolt by cylinder 1 to brake loose and have a torque rating of 20ftlbs. I have attached a photo of the head bolt with threads that have been pulled out of cylinder block.

*** 12/20/2021 15:34:28 ***
20211220_163018_HDR.jpg added by Jason Wood on 12/20/2021 15:34:26

*** Service Alert Escalated to CA as: 14526350 on 12/21/2021 01:06:38 (PST)
*** 12/21/2021 06:51:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/21/2021 06:53:48 and created by Tony Thomas ***
1: Powertrain warranty has expired and this concern is not covered by any open campaigns.

*** 12/21/2021 07:56:46 ***
Web - Note created on 12/21/2021 07:56:45 and created by Jason Wood
My apologies I entered the wrong customer name. This customers name is KRISTA WISHMEIER. Would I have to open a new case?

*** Web - Advice created on 12/21/2021 08:07:20 and created by Tony Thomas ***
1: Attach a copy of the current registration and I can have it corrected.

*** 12/21/2021 11:19:06 ***
Web - Note created on 12/21/2021 11:19:06 and created by Jason Wood
I have attached a photo of the registration

*** 12/21/2021 11:19:08 ***
164011425646079368448182868582 17.jpg added by Jason Wood on 12/21/2021 11:19:07

*** Web - Advice created on 12/21/2021 12:10:45 and created by Tony Thomas ***
1: Please validate proper maintenance with valid maintenance records or a Carfax report documenting all scheduled maintenance has been performed.

*** 01/03/2022 09:38:16 ***
Web - Note created on 01/03/2022 09:38:15 and created by Jason Wood
I have attached what I could get for the service records.

*** 01/03/2022 09:38:18 ***
20211230_163131_HDR.jpg added by Jason Wood on 01/03/2022 09:38:17

*** 01/03/2022 09:38:19 ***
20211230_163127_HDR.jpg added by Jason Wood on 01/03/2022 09:38:18

*** 01/03/2022 09:38:21 ***
20211230_163059_HDR.jpg added by Jason Wood on 01/03/2022 09:38:20

*** Web - Advice created on 01/03/2022 09:59:47 and created by Tony Thomas ***
1: If maintenance records do not support proper maintenance, attach a photo of the full valve train for documentation.

*** 01/03/2022 10:17:41 ***
Web - Note created on 01/03/2022 10:17:41 and created by Jason Wood
I have attached a photo of both banks

*** 01/03/2022 10:17:44 ***
20220103_110939_HDR.jpg added by Jason Wood on 01/03/2022 10:17:42

*** 01/03/2022 10:17:46 ***
20220103_110930_HDR.jpg added by Jason Wood on 01/03/2022 10:17:44

*** Web - Advice created on 01/03/2022 10:21:51 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

- For GDI engines please refer to the service information and TSB ENG083.
- For catastrophic failures, please refer to Pitstop PS213.

*** 01/03/2022 10:22:09 ***
PWA Case created for RA Case 14547670 by Tony Thomas

*** 01/03/2022 10:22:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/08/2022 06:34:56 ***
Case Number: XXXXXXXX Reopen Requested by Jason Wood.
Reason: [found an additional damaged item due to engine failure]

*** 02/08/2022 07:10:24 ***

Reopen Denied by Tony Thomas
Reason: PWA cases are closed for approval and cannot be reopened. Please refer to PS539 component reuse guidelines and contact your DPSM for any collateral damage.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,998

Prod Date: 02/20/2014 **Warranty Start Date:** 05/07/2014

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Humberto Castillo Gasca **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Video shows Stripped threads

Case History

*** 01/04/2022 08:15:07 ***
Contact = Humberto Castillo Gasca, Priority = Standard, Sub Status = Dispatched

*** 01/04/2022 08:15:07 ***
Web - Problem Description created on 01/04/2022 08:08:52 and created by Humberto Castillo Gasca
customer brought vehicle in for no heat concern and for sc212

*** 01/04/2022 08:15:08 ***
Web - Diagnostics created on 01/04/2022 08:08:52 and created by Humberto Castillo Gasca
brought vehicle into shop checked coolant level and found no coolant in vehicle, took rad cap off and noticed signs of exhaust fumes where coming out of radiator. picked vehicle up and found that front head gasket was leaking. proceeded to take valve cover of to check head bolts for torque and found that 3 of the head bolts are spinning freely(no torque). which with experience leads to say it needs a short block or long block if available.

*** 01/04/2022 09:17:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/04/2022 09:19:45 and created by Jerry Gossling ***
1: Humberto,
Please provide a clear video of the stripped head bolts and vin number on the windshield.
Thank you

*** Case has been auto closed by the system on 01/20/2022 01:19:19 (PST)
*** 02/08/2022 05:42:03 ***
Case Number: XXXXXXXX Reopen Requested by Humberto Castillo Gasca.
Reason: [need to provide video of bolts]

*** 02/08/2022 05:46:43 ***
Reopened with Sub Status of Working

*** Web - Advice created on 02/08/2022 05:47:06 and created by Jerry Gossling ***
1: Humberto,
I have reopened the case.
Thank you

*** 02/08/2022 06:12:34 ***
Web - Note created on 02/08/2022 06:12:33 and created by Humberto Castillo Gasca
Video upload

*** 02/08/2022 06:12:42 ***
20220208_090811.mp4 added by Humberto Castillo Gasca on 02/08/2022 06:12:34

*** Web - Advice created on 02/08/2022 06:35:11 and created by Jerry Gossling ***
1: Humberto,
Based off of your provided information, I am going to provide a PWA for engine replacement. Please review PITSTOP 539.
Thank you

*** Web - Advice created on 02/08/2022 06:35:33 and created by Jerry Gossling ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Thank you

*** 02/08/2022 06:35:39 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/08/2022 06:35:39 ***
PWA has been authorized by Jerry Gossling

*** 02/08/2022 06:35:40 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Video shows Stripped threads on head bolt.
Authorized

*** Service Alert Escalated to CA as: 14599874 on 02/09/2022 01:06:27 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 68,103

Prod Date: 04/24/2013 **Warranty Start Date:** 05/16/2013

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706 **FAX:** 5157272121

Contact: Giovanny Martinez-Rodrig **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: MIL - PCM # P0024

Symptom: Metal Contamination **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Denied

Case History

*** 01/07/2022 07:21:56 ***
Contact = Giovanny Martinez-Rodriguez, Priority = Standard, Sub Status = Dispatched

*** 01/07/2022 07:21:57 ***
Web - Problem Description created on 01/07/2022 07:21:57 and created by Giovanny Martinez-Rodriguez
found dtc p0024. upon inspection i found metal fragments in the engine block. i will be submitting pictures of the metal.

*** 01/07/2022 07:21:57 ***
Web - Diagnostics created on 01/07/2022 07:21:57 and created by Giovanny Martinez-Rodriguez
we installed a new engine, head were send out of shop for inspection and it was reassemble, after engine was reassemble we performed the drive test, at the time no problems were found until vehicle was released. vehicle came back with engine light on. found dtc p0024 metal in the engine and scoring in the cams. please advice

*** 01/07/2022 07:27:47 ***
IMG_20220107_092228836.jpg added by Giovanny Martinez-Rodriguez on 01/07/2022 07:27:46

*** 01/07/2022 07:27:47 ***
IMG_20220107_092244670.jpg added by Giovanny Martinez-Rodriguez on 01/07/2022 07:27:47

*** 01/07/2022 07:27:48 ***
IMG_20220107_092332658.jpg added by Giovanny Martinez-Rodriguez on 01/07/2022 07:27:48

*** 01/07/2022 07:27:49 ***
IMG_20220107_092403868.jpg added by Giovanny Martinez-Rodriguez on 01/07/2022 07:27:48

*** 01/07/2022 08:46:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/07/2022 08:50:23 and created by Jerry Gossling ***
1: Giovanny,

What was the reason for engine replacement ?
Please provide a copy of the original engine replacement repair order.

I need a list of all the components replaced during short block replacement.
Thank you

*** 01/07/2022 11:40:35 ***
Web - Note created on 01/07/2022 11:40:35 and created by Giovanny Martinez-Rodriguez
blown head gasket. and i will be sending the list of parts.

*** 01/07/2022 11:47:39 ***
lyn obannon techline.pdf added by Kaitlyn Bumstead on 01/07/2022 11:47:38

*** Web - Advice created on 01/07/2022 13:48:13 and created by Jerry Gossling ***
1: Giovanny,
I have sent the case to my senior for review.
Thank you

*** Research - Advice created on 01/07/2022 14:06:20 and created by Eric Patterson ***
<For Internal Use Only
Please why the oil pump was not replaced and also add the receipt from the machine shop.>

*** Phone - Advice created on 01/07/2022 14:10:37 and created by Jerry Gossling ***
1: Giovanny,
Please provide the receipt of the repairs performed from the machine shop of the cylinder heads for review.
Why was the oil pump Not replaced ?
Thank you

*** 01/10/2022 12:13:56 ***
Web - Note created on 01/10/2022 12:13:56 and created by David Nagle
with a failed head gasket and the vehicle overheating, there was no signs of metal in the engine so the oil pump wasn't replaced

*** 01/10/2022 12:13:58 ***
HARVEY'S.pdf added by David Nagle on 01/10/2022 12:13:57

*** Web - Advice created on 01/12/2022 04:10:40 and created by Jerry Gossling ***
1: Giovanny,
Reviewing case with DPSM.
Thank you

*** Research - Advice created on 01/12/2022 08:02:24 and created by Eric Patterson ***
1: Thank you Case under review.
<For Internal Use Only
Jerry, Looks like they did have the heads sent out. Unsure where the metal came from. But it does look almost like melted aluminum.>

*** Web - Advice created on 01/12/2022 12:19:08 and created by Jerry Gossling ***
1: Giovanny,
After thoroughly reviewing this case with the DPSM, I am denying the request for PWA parts warranty engine replacement.
The cylinder head should not have been resurfaced and the oil pump should have been replaced.
There's obvious scoring in the cam journals which leads me to believe this was due to lack of oil pressure.
If you have any further question please contact Kia warranty or your DPSM.
Thank you

*** 01/12/2022 12:19:14 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Denied

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO S V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74232

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 19,084

Prod Date: 06/23/2020 **Warranty Start Date:** 07/31/2020

Dealer/Contact Data:

Dealer: LA001 Kia of Baton Rouge

Phone: 2254907604 **FAX:** 2254908015

Contact: Shawn Herkes **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Electrical

Component: Electric Thermostat

Resolution:

Case History

*** 01/07/2022 14:59:29 ***
Contact = Shawn Herkes, Priority = Standard, Sub Status = Dispatched

*** 01/07/2022 14:59:29 ***
Web - Problem Description created on 01/07/2022 14:59:29 and created by Shawn Herkes
Found vehicle would overheat while driving down the interstate

*** 01/07/2022 14:59:30 ***
Web - Diagnostics created on 01/07/2022 14:59:30 and created by Shawn Herkes
Confirmed vehicle overheats, inspected connectors, all connectors are secure. Pulled codes, found no codes. Verified cooling fans are working. Found that lower radiator hose was not getting hot even though vehicle was overheating. Performed coolant bleed mode, vehicle said bleed mode was performed successfully. Vehicle would still overheat and lower radiator hose would not get hot. Followed KGIS steps to diagnosing faulty thermostat. Removed thermostat and put in hot water. Got the water over 235 degrees for 3 minutes and found thermostat would not open up. Replaced thermostat and re-tested. Ran into all the same issues again. Checked KGIS for any issues, found nothing. Pulled codes again, no codes found.

*** Service Alert Escalated to CA as: 14578771 on 01/08/2022 01:08:32 (PST)

*** 01/08/2022 07:27:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/08/2022 07:29:56 and created by Eric Patterson ***
1: Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.
2: Next, . Please let the vehicle cool down a bit and please remove the radiator cap, start the engine and lower the coolant level a bit and run the vehicle until the coolant is visible but low in the radiator. Then perform a Block check as the RPM's are at 1500 and perform the check and see if the color changes on the fluid.

*** 01/08/2022 09:12:43 ***
Web - Note created on 01/08/2022 09:12:42 and created by Shawn Herkes
Looked under the vehicle while pressure testing, did not notice coolant but did find wet spots on the cylinder head where it meets into the block. Attached photos. Waiting on a block tester to come in to update case on results of block test.

*** 01/08/2022 09:12:45 ***
0108221055b.jpg added by Shawn Herkes on 01/08/2022 09:12:44

*** 01/08/2022 09:12:46 ***
0108221055.jpg added by Shawn Herkes on 01/08/2022 09:12:45

*** Web - Advice created on 01/08/2022 09:43:49 and created by Eric Patterson ***
1: Thank you seems like there may be exhaust gases in the cooling system.

Lets also make sure there is a water pump belt on this engine.

*** 01/10/2022 07:32:52 ***
Web - Note created on 01/10/2022 07:32:52 and created by Shawn Herkes
I verified there is a drive belt on the vehicle.

*** Web - Advice created on 01/10/2022 10:20:46 and created by Eric Patterson ***
1: Perfect, Thank you I remember that the small drivebelt could be missing for the pump only

*** 01/11/2022 08:10:51 ***
Web - Note created on 01/11/2022 08:10:51 and created by Shawn Herkes
No, everything is there. Am I good to order an engine or do you still need something?

*** Web - Advice created on 01/11/2022 11:32:28 and created by Eric Patterson ***
1: I have no reason t replace the engine at this time. Have you performed the block check?

Are the fans operational?
KDS actuation and low and high speeds work?

*** 01/11/2022 12:57:15 ***
Web - Note created on 01/11/2022 12:57:14 and created by Shawn Herkes
Performed block check, fluid color did not change. Fans are operational, low and high speed are working. Reason I ask about the motor is the last vehicle I had with a leak around the head, they requested I remove the valve cover, torque the head bolts 25ft-lbs and see if they stripped out. If they did then I was supposed to replace the short block as well. Only reason I asked.

*** Web - Advice created on 01/11/2022 14:53:26 and created by Eric Patterson ***
1: Got you

The only thing I have left is to check all head bolts.

2: : We will need to tear down the engine. Please try and torque down the engine head bolts to 50 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Case has been auto closed by the system on 01/27/2022 01:38:02 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,385

Prod Date: 05/23/2014 **Warranty Start Date:** 08/29/2014

Dealer/Contact Data:

Dealer: CO005 Phil Long Kia of Colorado Springs

Phone: 7195757500 **FAX:** 7195757686

Contact: RAUL ORTEGA **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/12/2022 15:09:40 ***
Contact = RAUL ORTEGA, Priority = Standard, Sub Status = Dispatched

*** 01/12/2022 15:09:41 ***
Web - Problem Description created on 01/12/2022 14:59:40 and created by RAUL ORTEGA
INTERMITTENT WHITE SMOKE AND OVERHEATING.

*** 01/12/2022 15:09:41 ***
Web - Diagnostics created on 01/12/2022 14:59:40 and created by RAUL ORTEGA
NO CODES FOUND, COOLING FAN WORKING, OIL LEVEL FULL, BLOCK TESTER SHOWS EXHAUST GASES IN COOLANT, SMALL EXTERNAL LEAK FROM #1 CYLINDER EXHAUST SIDE.

*** 01/12/2022 15:13:06 ***
20220112_152754.jpg added by RAUL ORTEGA on 01/12/2022 15:13:05

*** 01/12/2022 15:13:11 ***
20220112_154523.mp4 added by RAUL ORTEGA on 01/12/2022 15:13:06

*** 01/13/2022 07:38:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/13/2022 07:40:54 and created by Frank Lusic ***
1: Hello Raul
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/17/2022 13:41:40 ***

Web - Note created on 01/17/2022 13:41:39 and created by RAUL ORTEGA
BOLTS FOR #1 AND #3 CYLINDER ARE STRIPPED.

*** 01/17/2022 13:44:35 ***
20220117_143859.jpg added by RAUL ORTEGA on 01/17/2022 13:44:34

*** 01/17/2022 13:44:53 ***
20220117_143632.mp4 added by RAUL ORTEGA on 01/17/2022 13:44:35

*** Web - Advice created on 01/17/2022 16:18:05 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/17/2022 16:18:11 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/17/2022 16:18:11 ***
PWA has been authorized by Frank Lusic

*** 01/17/2022 16:18:12 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,612

Prod Date: 04/16/2014 **Warranty Start Date:** 07/16/2014

Dealer/Contact Data:

Dealer: GA099 Jim Ellis Kia of Kennesaw

Phone: 6787125191 **FAX:** 7703704894

Contact: Joshua Keown **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 01/13/2022 05:35:21 ***
Contact = Joshua Keown, Priority = Standard, Sub Status = Dispatched

*** 01/13/2022 05:35:21 ***
Web - Problem Description created on 01/13/2022 05:35:21 and created by Joshua Keown
the engine is over heating and there is a misfire in cylinder 4 and 6

*** 01/13/2022 05:35:22 ***
Web - Diagnostics created on 01/13/2022 05:35:22 and created by Joshua Keown
i fond that the head gasket for bank 2 is blown and coolant is leaking out of the side where the head and block meet and cylinder 2 and 4 have lower are getting coolant into them and its mixing with the oil, the oil is milky when viewed in the oil cap.

*** 01/13/2022 08:10:19 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/13/2022 08:12:02 and created by Frank Lusic ***
1: Hello Joshua
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/13/2022 11:18:59 ***
Web - Note created on 01/13/2022 11:18:58 and created by Joshua Keown
ok so i took the valve cover off of bank 2 and the cams out and the head bolts for cylinder 6 were both loose and when i tried to tighten them they just spun. also bank 1 for cylinder 5 on the corner head bolt was also loose and would not tighten.

*** Web - Advice created on 01/13/2022 11:39:35 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.

Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/13/2022 11:40:07 ***
PWA Case 14588239 created by Frank Lusic

*** 01/13/2022 11:40:15 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,251

Prod Date: 04/22/2014 **Warranty Start Date:** 08/08/2014

Dealer/Contact Data:

Dealer: CA292 Elk Grove Kia

Phone: 9167531000 **FAX:** 9167531021

Contact: Christopher Scheible **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: No Compression **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/14/2022 09:26:16 ***
Contact = Christopher Scheible, Priority = Standard, Sub Status = Dispatched

*** 01/14/2022 09:26:16 ***
Web - Problem Description created on 01/14/2022 09:26:16 and created by Christopher Scheible
customer states check engine light on

*** 01/14/2022 09:26:17 ***
Web - Diagnostics created on 01/14/2022 09:26:16 and created by Christopher Scheible
Performed inspection
DTC P0303 cylinder 3 misfire history found
seen slight coolant leak from headgasket
compression in cylinder 3 at 120
suspect stripped head bolt
removed valve cover gasket
removed cams
cylinder 3 intake bolt stripped
please see attached video

*** 01/14/2022 09:26:21 ***
IMG_241469265.MOV added by Christopher Scheible on 01/14/2022 09:26:17

*** 01/14/2022 10:05:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/14/2022 10:07:51 and created by Frank Lusic ***
1: Hello Christopher
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/14/2022 10:07:57 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/14/2022 10:07:58 ***
PWA has been authorized by Frank Lusic

*** 01/14/2022 10:07:58 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,156

Prod Date: 06/14/2017 **Warranty Start Date:** 05/18/2018

Dealer/Contact Data:

Dealer: FL156 Kia of Cape Coral

Phone: 2392427000 **FAX:** 2398291949

Contact: Don Verville **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Engine Mechanical #

Symptom: Insufficient Heat **DTC:**

System: Heating Ventilation & A/C

Component: Heater Core

Resolution: Warranty Exclusion-Auto

Case History

*** 01/19/2022 12:37:46 ***
Contact = Don Verville, Priority = Standard, Sub Status = Dispatched

*** 01/19/2022 12:37:46 ***
Web - Problem Description created on 01/19/2022 12:31:17 and created by Don Verville
C/S No heat at idle. 2nd time in for concern.

*** 01/19/2022 12:37:46 ***
Web - Diagnostics created on 01/19/2022 12:31:17 and created by Don Verville
Vehicle was in 1/10 for same concern. Inspection found radiator cap loose and low coolant. Took about 3/4 of a gallon. Performed bleed procedure with fill funnel and got heat. Droive vehicle and confirmed good heat. Allowed to idle for 20 minutes, still good heat. Vehicle released to customer.
Vehicle returned within 1 week, and 100 miles with concern returned. Customer also stated concern previously addressed at Rowe Kia of Auburn Me. Copy of invoice indicates same concern, with same result. They even flushed the heatercore.

Revving the vehicle for a few minutes gets heat to return. Revving with fill funnel gets it to return and stay. Vehicle is some how becoming air bound.

Removed plugs and pressurized cooling system. Inspect each cylinder for coolant intrusion. none at this time.
Perform leak down testing of each cylinder with coolant fill funnel partially full.
Monitor fill funnel for 5-8 minutes. No evidence of coolant level change, or air bubbles.

*** 01/19/2022 14:38:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/19/2022 14:41:13 and created by Frank Lusic ***
1: Hello Don
Please perform the Block Test inspection, please use this method, with the vehicle fully warmed up, test drive the vehicle again and perform a couple hard accelerations and then when the vehicle is back in the service bay remove the cap from the coolant recovery tank and immediately test the air inside the recover tank, Please report your findings

*** Service Alert Escalated to CA as: 14598861 on 01/20/2022 01:07:47 (PST)

*** 01/20/2022 10:38:06 ***
Web - Note created on 01/20/2022 10:38:06 and created by Don Verville
Started and allowed vehicle to get to operating temp, then road tested normally for ab out 4 miles. Upon returning went to the empty inventory lot and perfomed 6 0-60 full throttle accelerations. Immediately pulled in and performed block test as described, with no result. Vehicle was left to idle just outside my bay. Got in to take it to lunch and heat was super hot. Drove approximately 5 miles to my house and left it running in the drive. No heat at idle. Came out 30 minutes later and you could cook bacon on the vents Note- My driveway is a typical florida incline. Returned to shop and left partially on alignment rack (vehicle on incline.) Perfom block test. No result. Pulled cap off and tested again, no result. Pulled some coolant out and attached fill funnel, then set throttle depressor to maintain 2k rpm. Retest at radiator again, no result. Noticed bubbling from coolant, retest with block tester directly over bubbles, no result. Heat is back to hot. I'm going to keep testing i hopes of catching something. Please advise next step.

*** Web - Advice created on 01/20/2022 10:49:58 and created by Frank Lusic ***
1: The Block test fluid is it old of a cheap knock off fluid ?
I have found that the fluid can go bad if too old, also a cheaper block test fluid does not work as well as the brand Block test fluid

*** 01/20/2022 11:24:23 ***
Web - Note created on 01/20/2022 11:24:22 and created by Don Verville
Brand new sealed bottle purchased today. Please review photo of bottle. Is there a brand that you would recommend?

*** 01/20/2022 11:24:24 ***
20220120_142038.jpg added by Don Verville on 01/20/2022 11:24:23

*** Web - Advice created on 01/20/2022 11:40:01 and created by Frank Lusic ***
1: I am not familiar with this brand
try this , try testing the exhaust gasses coming out of the tail pipe, to see if the fluid changes very quickly , it should change with only one pump

*** 01/20/2022 12:07:57 ***
Web - Note created on 01/20/2022 12:07:57 and created by Don Verville
My block tester uses vacuum to draw the air through, in this case the brake fluid machine, so there is no bulb to squeeze. Placed it in front of the tail pipe and it turned almost instantly. I think the actual brand is Lisle.

*** Web - Advice created on 01/20/2022 12:14:59 and created by Frank Lusic ***
1: Thank you
pressure test the cooling system, let the vehicle sit for several hours while maintaining the max pressure ,
start the engine to see if there are any misfires and if the exhaust smell like coolant

*** 01/20/2022 12:45:04 ***
Web - Note created on 01/20/2022 12:45:03 and created by Don Verville
My pressure tester is actually air powered, so I'm going to leave at 20psi over night. Instead of looking for misfires, Id prefer to pull the plugs again and inspect with a borescope. Unless of course you prefer I run it.

*** Web - Advice created on 01/20/2022 15:21:19 and created by Frank Lusic ***
1: That is fine Thank you

*** 01/21/2022 05:20:47 ***
Web - Note created on 01/21/2022 05:20:47 and created by Don Verville
Frank, System was pressurized overnight. Pulled the plugs first thing this morning and inspected with a bore scope. My camera allows me to switch from down facing camera to side facing camera. No signs of coolant running down cylinder walls, or pooling on the pistons. Cylinder 1 did show some staying and light scoring on the cylinder walls, and the piston appeared "damp," but no pooling. I've been doing this a long time and can typically find the failure quickly. This one, however, is wearing me out. I honestly believe combustion pressure is leaking into the cooling system somewhere, but I can find where. This is extremely frustrating.

*** Web - Advice created on 01/21/2022 06:14:43 and created by Frank Lusic ***
1: Thank you Don , I agree I too believe that this engine has a failed head gasket of possibly a head bolt that has pulled out of the block due to failed threads in the block
2: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/21/2022 08:10:01 ***
Web - Note created on 01/21/2022 08:10:00 and created by Don Verville
Frank, thanks for the update. I was thinking the exact thing. We've had so many stripped blocks come through here that we actually repair them with time serts if out of warranty. I am confident that there will be a few bolts on each head that wont retorque. I am actually on my 4th sedona since mid December with this issue. Re-threading all of them before reassembly. I'll let you know when I get back to this one and update as needed.

*** Web - Advice created on 01/21/2022 08:54:11 and created by Frank Lusic ***
1: Great Thank you

*** 01/26/2022 09:05:28 ***
Web - Note created on 01/26/2022 09:05:28 and created by Don Verville
Frank, wrapped up tear down of the motor today. Front cylinder showed a couple of bolts that took a little less force to loosen. When retorquing found bolt 2 in the sequence did not survive the 3rd round of the sequence. Heads measure out to be good. would you also recommend we replace the thermostat upon reassembly?

*** Web - Advice created on 01/26/2022 09:43:58 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/26/2022 09:44:20 ***
PWA Case 14609762 created by Frank Lusic

*** 01/26/2022 09:44:24 ***
I have generated and approved a PWA case for you.

*** 04/07/2022 13:45:42 ***
Case Number: XXXXXXXX Reopen Requested by Don Verville.
Reason: [Finally received and installed replacement long block. Installed new thermostat with replacement as precautionary measure. Old thermostat was covered in a flaky material. Vehicle still doesn't have heat at idle. Im going to let it sit over night and confirm coolant is full. I did vacu fill when initially filled with coolant. I suspect cooling system is contaminated and was in noticed until the motor was completely apart, and left to dry out. I have a photo I would like to attach to the case, if it is re-opened. I'd also like these notesmposted to case as this vehicle is headed home to Maine, and may not be resolved here.]

*** 04/07/2022 15:23:06 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/07/2022 15:23:20 and created by Eric Patterson ***
1: Case is re-opened for attachments

*** 04/08/2022 04:49:40 ***
Web - Note created on 04/08/2022 04:49:40 and created by Don Verville
Attached is a photo of the removed and replafed thermostat. Please note the substance attached to and flaking off of the the thermostat body. I suspect there is a foreign substance, and/or residue from incorrect coolant, built up within the cooling system. Unknown if flushing will remove the scale build up, or even what the extent of contamination is.

*** 04/08/2022 04:49:42 ***
20220407_153346.jpg added by Don Verville on 04/08/2022 04:49:42

*** Web - Advice created on 04/08/2022 07:31:00 and created by Eric Patterson ***

1: That is odd.

There is no coolant seepage from the corners of the head gaskets?

*** 04/08/2022 07:31:53 ***
Inspection requested by Eric
Request Code: TL-FL156-14597831-4822
Request Details: Multiple visits to 2 different Dealers. No heat from vents.

*** Web - Advice created on 04/08/2022 07:32:46 and created by Eric Patterson ***
1: Don If this is not your cell number (978) 479-1258 Please add it to the case notes. I have escalated the case for an FTS to review as well.

*** 04/08/2022 07:49:52 ***
Web - Note created on 04/08/2022 07:49:51 and created by Don Verville
Eric, There is nothing wrong with the New engine in this vehicle. The long block, that just got to us end of last week, did not come with a thermostat or housing. When I removed the thermostat from the failed block, I noticed the flakey build up, and it presented an explanation for loss of heat at idle. I replaced it with a new one, prior to installing the thermostat housing/ water cross over, on the new engine. I requested to reopen the case because I wanted to attach the photo of the thermostat for documentation purposes only. I believe the cooling system in this vehicle has been contaminated with something other than Kia Coolant, and ultimately this is what is disrupting the flow of coolant through the heater core. The vehicle does not have 5/60 warranty left. We will be reviewing the findings with the owner, but she Lives in Maine, and only spends her winters here in florida. I believe she is looking ot head home. Yes. That is my phone number.

*** Web - FTS Summary created on 04/08/2022 12:34:44 and created by Jeffrey Nelson ***
Spoke with tech over the phone and discussed the case and vehicle history. Since there is evidence of some kind of contaminate in the cooling system that may be causing the restriction I am recommending the heater core and radiator be replaced. During replacement all hoses should be inspected for any restrictions and replaced if needed. Tech stated the customer is traveling back to Main and thinks the customer has already picked up the vehicle. So I am canceling the escalation at this time. If concerns are still present after the recommendations are done please reopen the case.

*** 04/11/2022 11:16:21 ***
Case Closed with Resolution Code: Warranty Exclusion-Auto Close
Resolution Summary: Warranty Exclusion-Auto Close Franks case

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,005

Prod Date: 04/17/2014 **Warranty Start Date:** 05/16/2014

Dealer/Contact Data:

Dealer: OK024 Big Red Kia

Phone: 4053644400 **FAX:** 4054478248

Contact: Justin Swint **Contact Title:** Exclusive Kia Technician **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Authorized

Case History

*** 01/21/2022 08:58:46 ***
Contact = Justin Swint, Priority = Standard, Sub Status = Dispatched

*** 01/21/2022 08:58:46 ***
Web - Problem Description created on 01/21/2022 08:58:46 and created by Justin Swint
ENGINE IS OVERHEATING AND THERE IS COOLANT IN THE OIL.

*** 01/21/2022 08:58:46 ***
Web - Diagnostics created on 01/21/2022 08:58:46 and created by Justin Swint
Coolant was almost a quart low, oil is milky. coolant is leaking from the head/block mating surface in the front. head gasket is badly blown on the front bank. removed valve cover to inspect, found head bolts to be loose/stripped our of block.

*** 01/21/2022 09:33:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/21/2022 09:38:36 and created by Jerry Gossling ***
1: Justin,
Actuate the cooling fan using the KDS to see if it functions on low & high speeds.

Thoroughly inspect the vehicle for any damage or recent repairs.
Check the radiator for leaks or damage.
Provide a clear picture of the stripped head blots for review.
Thank you

*** 01/21/2022 11:39:25 ***
20220121_133636.jpg added by Justin Swint on 01/21/2022 11:39:24

*** 01/21/2022 11:39:26 ***

20220121_133731.jpg added by Justin Swint on 01/21/2022 11:39:25

*** 01/21/2022 11:39:27 ***
20220121_133743.jpg added by Justin Swint on 01/21/2022 11:39:26

*** 01/21/2022 11:39:43 ***
Web - Note created on 01/21/2022 11:39:43 and created by Justin Swint
The cooling fan does work, and I found no signs of leaks anywhere. Attached are the pics I took.

*** Web - Advice created on 01/21/2022 13:08:17 and created by Jerry Gossling ***
1: Justin,
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Thank you

*** 01/21/2022 13:08:29 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/21/2022 13:08:29 ***
PWA has been authorized by Jerry Gossling

*** 01/21/2022 13:08:30 ***
Case closed by Jerry Gossling with Resolution Code : Faulty Component
[Resolution Summary]
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,260

Prod Date: 10/07/2014 **Warranty Start Date:** 04/04/2015

Dealer/Contact Data:

Dealer: NC043 Carolina Kia of High Point

Phone: 3368847000 **FAX:** 3368847070

Contact: Jamian White **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 01/21/2022 10:26:19 ***
Contact = STEVEN BRITT, Priority = Standard, Sub Status = Dispatched

*** 01/21/2022 10:26:19 ***
Web - Problem Description created on 01/21/2022 10:26:19 and created by STEVEN BRITT
engine is overheating and loosing coolant.

*** 01/21/2022 10:26:19 ***
Web - Diagnostics created on 01/21/2022 10:26:19 and created by STEVEN BRITT
pressure tested coolant system and found coolant coming from head gasket on bank 1.
other issue include coolant being pushed into overflow causing a overflow issue.
suspect head gasket issue on bank 1.... possible bolt threading issue seen on other alike models.

*** 01/21/2022 10:45:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/21/2022 10:48:05 and created by Jerry Gossling ***
1: Steven,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.
Next use the KDS to check the operation of the cooling fan on low & high speeds.

Thoroughly inspect the vehicle for any indication of damage or recent accident.
Check the radiator & cooling system for damage or leaks.
Thank you

*** 02/01/2022 06:43:44 ***
Web - Note created on 02/01/2022 06:43:44 and created by Majer Elswick
This is jamian white tech ID# EYU7 steven no longer work here and i took over the car and found that the radiator low of

water filled with water and went to crank it and the engine is cold water shoot back out the radiator while the engine was cold right then I know it was either a head gasket or need a engine didn't see it had a tech case already made so did you want me to go ahead with the tear down to see if it need head gasket or engine or should i follow the advise that you was given to do

*** Web - Advice created on 02/01/2022 07:37:00 and created by Jerry Gossling ***
1: Jamian,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.
Next use the KDS to check the operation of the cooling fan on low & high speeds.

Thoroughly inspect the vehicle for any indication of damage or recent accident.
Check the radiator & cooling system for damage or leaks.
Thank you

*** Service Alert Escalated to CA as: 14620944 on 02/01/2022 16:04:01 (PST)

*** 02/09/2022 05:45:03 ***
20220209_083925.mp4 added by Jamian White on 02/09/2022 05:44:42

*** Web - Advice created on 02/09/2022 07:15:44 and created by Jerry Gossling ***
1: Jamian,
What about the rest of my requested information ?
>>>>>>If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.
>>>>>Next use the KDS to check the operation of the cooling fan on low & high speeds.

>>>>>>Thoroughly inspect the vehicle for any indication of damage or recent accident.
Check the radiator & cooling system for damage or leaks.
Thank you

*** 02/18/2022 12:11:43 ***
1645215025941442795298987824511 9.jpg added by Jamian White on 02/18/2022 12:11:42

*** Web - Advice created on 02/18/2022 13:38:47 and created by Jerry Gossling ***
1: Jamian,
Based off of your information & the video. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and review Pitstop 539.
Thank you

*** 02/18/2022 13:39:10 ***
PWA Case 14653635 created by Jerry Gossling

*** 02/18/2022 13:39:14 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,763

Prod Date: 05/08/2013 **Warranty Start Date:** 07/31/2013

Dealer/Contact Data:

Dealer: CO043 Fowler Kia of Longmont

Phone: 3035328500 **FAX:** 4055739939

Contact: Clemente Guereca Soto **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: FAILED BLOCK TEST

Case History

*** 01/26/2022 11:29:26 ***
Contact = Clemente Guereca Soto, Priority = Standard, Sub Status = Dispatched

*** 01/26/2022 11:29:27 ***
Web - Problem Description created on 01/26/2022 10:14:29 and created by Clemente Guereca Soto
vehicle has heater come in and out when driving also vehicle has misfire on cold starts performed block test will attach video vehicle failed and will require headgaskets

*** 01/26/2022 11:29:27 ***
Web - Diagnostics created on 01/26/2022 10:14:29 and created by Clemente Guereca Soto
vehicle has heater come in and out when driving also vehicle has misfire on cold starts performed block test will attach video vehicle failed and will require headgaskets

*** 01/26/2022 11:29:55 ***
IMG_0796.MOV added by Clemente Guereca Soto on 01/26/2022 11:29:27

*** 01/26/2022 14:12:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/26/2022 14:13:18 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Service Alert Escalated to CA as: 14611190 on 01/27/2022 01:18:36 (PST)

*** 02/05/2022 14:09:41 ***
Web - Note created on 02/05/2022 14:09:40 and created by Clemente Guereca Soto
still working this vehicle

*** Web - Advice created on 02/08/2022 10:30:30 and created by Eddie Milton ***
1: No worries. Thanks for the update.

*** Case has been auto closed by the system on 02/24/2022 01:25:02 (PST)
*** 03/03/2022 11:34:40 ***
Case Number: XXXXXXXX Reopen Requested by Clemente Guereca Soto.
Reason: [finally had time to tear down and keep moving with the case]

*** 03/03/2022 11:34:51 ***
Case Number: XXXXXXXX Reopen Requested by Clemente Guereca Soto.
Reason: [finally had time to tear down and keep moving with the case]

*** 03/03/2022 11:54:45 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/03/2022 11:56:23 and created by Eddie Milton ***
1: Good afternoon Clemente, were you able to get inspect the head bolts?

*** 03/03/2022 12:54:15 ***
Web - Note created on 03/03/2022 12:54:14 and created by Clemente Guereca Soto
yes i will attach the photos

*** 03/03/2022 12:54:16 ***
IMG-1075.jpg added by Clemente Guereca Soto on 03/03/2022 12:54:15

*** 03/03/2022 12:54:18 ***
IMG-1076.jpg added by Clemente Guereca Soto on 03/03/2022 12:54:17

*** 03/03/2022 12:54:19 ***
IMG-1074.jpg added by Clemente Guereca Soto on 03/03/2022 12:54:19

*** Web - Advice created on 03/03/2022 13:50:05 and created by Eddie Milton ***
1: Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 03/03/2022 13:50:09 ***
Allow Auto PWA Case checked on 3/3/2022 13:50:9 and checked by Eddie Milton

*** 03/07/2022 09:35:39 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,336

Prod Date: 09/23/2013 **Warranty Start Date:** 01/16/2014

Dealer/Contact Data:

Dealer: CA234 Michael Stead's Hilltop Kia

Phone: 5102224444 **FAX:** 5107587358

Contact: Brandon Gallie **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 01/25/2022 15:19:43 ***
Contact = Brandon Gallie, Priority = Standard, Sub Status = Dispatched

*** 01/25/2022 15:19:44 ***
Web - Problem Description created on 01/25/2022 15:19:44 and created by Brandon Gallie
CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND SMOKE OUT THE TAIL PIPES AND LOSS OF COOLANT

*** 01/25/2022 15:19:45 ***
Web - Diagnostics created on 01/25/2022 15:19:45 and created by Brandon Gallie
VERIFIED CONCERN, FOUND CHECK ENGINE LIGHT ILLUMINATED ON DASH, SCANNED VEHICLE, FOUND CODE P0300,P0301,P0305 ACTIVE AND P0303 HISTORY, ENGINE WAS RUNNING ROUGH, OPENED HOOD AND FOUND COOLANT LEVEL TO BE VERY LOW, RAISED VEHICLE ON LIFT AND FOUND THE REAR CYLINDER HEAD (CLOSEST TO FIREWALL) LEAKING COOLANT AND OIL ALONG THE ENTIRE SIDE OF THE BLOCK (SEE PICS), PRESSURE TESTED COOLING SYSTEM AFTER HEATING UP ENGINE AND TOPPING OFF COOLANT, APPLIED 15 LBS TO THE COOLING SYSTEM AND FOUND COOLANT SEEPING OUT OF THE CYLINDER HEAD LEAKING ONTO THE CYLINDER BLOCK

*** 01/25/2022 15:23:58 ***
20220125_145509.jpg added by Brandon Gallie on 01/25/2022 15:23:57

*** 01/25/2022 15:23:59 ***
20220125_145528.jpg added by Brandon Gallie on 01/25/2022 15:23:58

*** 01/25/2022 15:23:59 ***
20220125_145547.jpg added by Brandon Gallie on 01/25/2022 15:23:59

*** 01/26/2022 07:04:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/26/2022 07:23:36 and created by Steven Okimura ***

1: Try torqueing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced, attach a video of the VIN and show the head bolts failing to tighten. Thank you

*** 01/26/2022 09:38:32 ***
Web - Note created on 01/26/2022 09:38:32 and created by Brandon Gallie
Attached files, all 4 rear head bolts not getting tight

*** 01/26/2022 09:38:43 ***
20220126_093018.mp4 added by Brandon Gallie on 01/26/2022 09:38:33

*** 01/26/2022 09:39:01 ***
20220126_092935.mp4 added by Brandon Gallie on 01/26/2022 09:38:44

*** 01/26/2022 09:39:02 ***
164321863552351914971318282 4928.jpg added by Brandon Gallie on 01/26/2022 09:39:01

*** Web - Advice created on 01/26/2022 11:46:51 and created by Steven Okimura ***
1: I have generated and approved a PWA case for you.

*** 01/26/2022 11:47:27 ***
PWA Case created for RA Case 14608208 by Steven Okimura

*** 01/26/2022 11:47:27 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,606

Prod Date: 04/16/2013 **Warranty Start Date:** 06/10/2013

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: Robin Lantano **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Seed Unit Concern # oil leaks

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: RESEALED ENTIRE ENGINE

Case History

*** 02/03/2022 10:21:35 ***
Contact = Robin Lantano, Priority = Standard, Sub Status = Dispatched

*** 02/03/2022 10:21:36 ***
Web - Problem Description created on 02/02/2022 16:38:53 and created by Robin Lantano
CUSTOMER STATES THE ENGINE OIL LIGHT IS FLICKERING

*** 02/03/2022 10:21:36 ***
Web - Diagnostics created on 02/02/2022 16:38:53 and created by Robin Lantano
VERIFIED CUSTOMER CONCERN, ENGINE OIL LIGHT IS FLICKERING AND SOMETIMES STAYS ON. CHECKED AND FOUND NO OIL ON THE ENGINE DIP STICK, INSPECT FOR LEAK AND FOUND ENGINE OIL LEAKING FROM MULTIPLE AREAS LIKE HEAD GASKET FROM BOTH BANK 1 AND BANK 2 CYLINDER HEADS ALSO FROM OIL VALLEY UNDER THE INTAKE MANIFOLD. NOTE* THE ENGINE OIL PRESSURE SWITCH WAS REPLACED FROM LAST VISIT.

*** 02/03/2022 12:03:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/03/2022 12:10:02 and created by Frank Lusic ***
1: Hello Robin
I see that the motor was replaced at your dealership on 3/21/2021 at 95,000 miles
1, attach a picture of the engine serial number or blue reman down by the starter
2, attach pictures of the oil leaks

*** Service Alert Escalated to CA as: 14626254 on 02/04/2022 01:07:34 (PST)

*** Case has been auto closed by the system on 02/19/2022 01:16:28 (PST)
*** 03/01/2022 12:20:34 ***

Case Number: XXXXXXXX Reopen Requested by Robin Lantano. Reason: [need to attache pictures of engine oil leaks requested]

*** 03/01/2022 13:03:21 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/01/2022 13:03:35 and created by Frank Lusic ***
1: The case has been reopened

*** 03/01/2022 17:00:31 ***
Web - Note created on 03/01/2022 17:00:31 and created by Robin Lantano
attached all requested photos and video of engine oil leak and serial number

*** 03/01/2022 17:01:08 ***
20220301_161902.mp4 added by Robin Lantano on 03/01/2022 17:00:32

*** 03/01/2022 17:01:09 ***
20220301_162222.jpg added by Robin Lantano on 03/01/2022 17:01:08

*** 03/01/2022 17:01:10 ***
20220301_162049.jpg added by Robin Lantano on 03/01/2022 17:01:09

*** 03/01/2022 17:01:11 ***
20220301_162035.jpg added by Robin Lantano on 03/01/2022 17:01:10

*** 03/01/2022 17:01:12 ***
20220301_162028.jpg added by Robin Lantano on 03/01/2022 17:01:11

*** 03/01/2022 17:01:13 ***
20220301_162055.jpg added by Robin Lantano on 03/01/2022 17:01:12

*** Web - Advice created on 03/02/2022 06:03:01 and created by Frank Lusic ***
1: Thank you
this case was opened one month ago. has this vehicle been down this whole time ?

was this engine that was installed a long block or short block ?

*** 03/02/2022 08:56:06 ***
Web - Note created on 03/02/2022 08:56:06 and created by Robin Lantano
YES VEHICLE'S BEEN HERE SINCE JAN 28, 2022. SHORT BLOCK WAS REPLACED.

*** 03/02/2022 09:22:48 ***
PQ Escalation requested by Frank Lusic
Request Code: SU-CA261-14623546-3222
Request Details: oil leaks

*** Web - Advice created on 03/02/2022 09:28:07 and created by Frank Lusic ***
1: Since the short block was assembled at your dealership and many of the seal and gasket that were installed during assembly are now leaking. The engine needs to be removed, disassembled and resealed correctly. Then test driven to confirm that the engine has been resealed properly this time and there are no more leaks

*** 04/21/2022 09:25:40 ***
Case Closed with Resolution Code: Improper Adjustment
Resolution Summary: RESEALED ENTIRE ENGINE

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,889

Prod Date: 02/10/2014 **Warranty Start Date:** 12/30/2014

Dealer/Contact Data:

Dealer: MA020 Ron Bouchard Kia

Phone: 9783451800 **FAX:** 9784012142

Contact: MICHAEL PETERSON **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: replaced engine block

Case History

*** 02/08/2022 08:53:35 ***
Contact = MICHAEL PETERSON, Priority = Standard, Sub Status = Dispatched

*** 02/08/2022 08:53:35 ***
Web - Problem Description created on 02/08/2022 08:53:35 and created by MICHAEL PETERSON
Customer states vehicle has no heat and has signs of overheating.

*** 02/08/2022 08:53:35 ***
Web - Diagnostics created on 02/08/2022 08:53:35 and created by MICHAEL PETERSON
Vehicle had upper radiator hose replaced at 86,697. Verified no heat and found coolant mixing with oil. Possible overheated engine and warped head. Is this a covered repair?

*** 02/08/2022 09:44:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/08/2022 09:46:55 and created by Jerry Gossling ***
1: Michael,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 02/10/2022 06:13:53 ***
Web - Note created on 02/10/2022 06:13:53 and created by MICHAEL PETERSON
Attached picture of head bolts. Found bank 2 had faulty threads in block.

*** 02/10/2022 06:13:55 ***
1644502335520558536041142578357 8.jpg added by MICHAEL PETERSON on 02/10/2022 06:13:54

*** Web - Advice created on 02/10/2022 08:28:52 and created by Jerry Gossling ***

1: Michael,
Based off of your provided information, I recommend to replace the short block and to check the cylinder heads for warpage using a machinist straight edge per the shop manual inspection procedure.
Note any components contaminated with oil will require replacement.
NOTE, the radiator & heater core can be flushed using liquide detergent and hot water.
Thank you
Note, your dealer is DSA " Dealer Self Authorizing " So your dealer does not require a PWA case. The only person who has to authorize this repair is your service manager.

*** 02/18/2022 11:53:37 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced engine block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,667

Prod Date: 03/08/2013 **Warranty Start Date:** 09/20/2013

Dealer/Contact Data:

Dealer: AZ037 Oxendale Kia

Phone: 9287731404 **FAX:** 9287731406

Contact: Brett Gerasim **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 02/08/2022 13:40:54 ***
Contact = Brett Gerasim, Priority = Standard, Sub Status = Dispatched

*** 02/08/2022 13:40:55 ***
Web - Problem Description created on 02/08/2022 13:27:32 and created by Brett Gerasim
Vehicle originally came to us with complaints of a burning smell. We isolated the smell to a coolant leak from a leaking head gasket on the back bank (Bank 1) of the engine.

*** 02/08/2022 13:40:55 ***
Web - Diagnostics created on 02/08/2022 13:27:32 and created by Brett Gerasim
Before removing the cylinder head, I did check to make sure that the head bolts were all holding by setting a torque wrench to 38 Nm and making sure that the wrench buzzed/clicked without the bolts turning at all. Spec from KGIS is 37.3 - 41.2 Nm plus 120 deg plus 90 deg, so they should all be in excess of ~38 Nm once sent to yield. We have seen faulires of the block threads before. No bolts spun at all for this test, which we have performed in the past for techline on similar head gasket failures.

Confirmed that the block and head were within tolerance. Installed the new head gasket. All the new head bolts went to 38 Nm without incident. While performing the first yield step, the fourth bolt in the torque pattern only made it to 77 degrees on the torque angle indicator before it began to turn freely. Please advise how to proceed. At a minimum, the block, head gasket, and the bolts sent to yield will need to be replaced.

Thank you for your help in this matter.

*** 02/08/2022 13:41:28 ***
20220208_143147.mp4 added by Brett Gerasim on 02/08/2022 13:40:56

*** 02/08/2022 15:05:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 02/08/2022 15:12:21 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come

out and engine needs replacement.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** 02/08/2022 15:12:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/08/2022 15:12:34 ***
PWA has been authorized by Juan Vazquez

*** 02/08/2022 15:12:34 ***
Case closed by Juan Vazquez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,883

Prod Date: 05/06/2013 **Warranty Start Date:** 07/07/2013

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 **FAX:** 7607463966

Contact: Cristhian Ruvalcaba **Contact Title:** Technician Trainee **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolt Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/09/2022 09:11:32 ***
Contact = Cristhian Ruvalcaba, Priority = Standard, Sub Status = Assigned

*** 02/09/2022 09:11:33 ***
Web - Problem Description created on 02/09/2022 09:11:33 and created by Cristhian Ruvalcaba
Customer states after the car is turned off there is a fan that keeps running and when car is started it sputters.

*** 02/09/2022 09:11:33 ***
Web - Diagnostics created on 02/09/2022 09:11:33 and created by Cristhian Ruvalcaba
Verified customers concern found vehicle sputtering. Scanned for codes and found cylinder 1 misfire. Upon further inspection found coolant leaking from bank one cylinder head gasket. Added video of coolant leak. I have done several of these v6 engines because the head bolts fail do to overheating.

*** 02/09/2022 09:11:35 ***
20220127_113146.mp4 added by Cristhian Ruvalcaba on 02/09/2022 09:11:34

*** 02/09/2022 09:11:47 ***
20220209_083730.mp4 added by Cristhian Ruvalcaba on 02/09/2022 09:11:35

*** Web - Advice created on 02/09/2022 09:17:59 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 02/09/2022 09:18:13 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/09/2022 09:18:14 ***
PWA has been authorized by Eddie Milton

*** 02/09/2022 09:18:15 ***
Case closed by Eddie Milton with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,341

Prod Date: 04/23/2013 **Warranty Start Date:** 07/31/2013

Dealer/Contact Data:

Dealer: MI047 Kia of Canton

Phone: 7343979900 **FAX:** 7343972684

Contact: Robert Rewoldt II **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/31/2022 06:52:21 ***
Contact = Robert Rewoldt II, Priority = Standard, Sub Status = Dispatched

*** 01/31/2022 06:52:21 ***
Web - Problem Description created on 01/31/2022 06:52:21 and created by Robert Rewoldt II
consumer affairs stated that i needed to make a case on this vehicle and started that customer has a warrentee on this vehicle, had to top off coolant about a half gallon and noticed coolant on hood above resivore and all down side of vehicle on resivore side cleaned off coolant after top off

*** 01/31/2022 06:52:22 ***
Web - Diagnostics created on 01/31/2022 06:52:22 and created by Robert Rewoldt II
verified thremostat and cooling fan operation performed chemical test unable to get acurate reading pulls out coolant to quickly keeps contaminating test fluid. test dove vehile and could smell coolant while driving vehicle got back to shop found coolant coming out of resivore indicating a headgasket leak have seen this before i understand that i need to perform teardown and inspect cylnder head deck and block deck ut this case states that ther is no valid warentee, consumer affairs states that there is

*** 01/31/2022 07:58:03 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/31/2022 07:58:13 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 01/31/2022 08:06:40 and created by John Rehm ***
1: Robert, I am not sure about the warranty. From what I see the name is entered correctly but this vehicle has no further warranty. WEBDCS shows an owner transfer and no further warranty. I can not adjust this. As far as I can tell this will not be covered. If CA is working on an adjustment to warranty then any type of coverage would depend on that adjustment. As mentioned I do not believe that to be the case.

A water pump not circulating can cause symptoms of coolant to overflow also. Make sure you check the basics if an internal engine failure can not be confirmed. Leak down testing can be performed to determine if there is any leakage from the combustion chamber into the cooling system.

*** 01/31/2022 09:41:27 ***
Web - Note created on 01/31/2022 09:41:27 and created by Robert Rewoldt II
i will update the advisor

*** Web - Advice created on 01/31/2022 09:45:53 and created by John Rehm ***
1: Thank you.

*** Service Alert Escalated to CA as: 14597995 on 02/01/2022 16:01:44 (PST)
*** 02/04/2022 13:04:18 ***
Web - Note created on 02/04/2022 13:04:18 and created by Robert Rewoldt II
Vehicle does have updated vis see attached photo

*** 02/04/2022 13:04:20 ***
20220204_160236.jpg added by Robert Rewoldt II on 02/04/2022 13:04:19

*** Web - Advice created on 02/04/2022 14:49:37 and created by John Rehm ***
1: Warranty coverage was confirmed and updated, thank you. Please continue to identify if this is an internal engine issue or being caused by something else not working properly.
Block leak test? Cylinder leak down test with leakage shown through cooling system in a video, including VIN and bubbling in a full radiator? External leakage?

*** Web - Advice created on 02/04/2022 14:51:24 and created by John Rehm ***
1: .

*** 02/07/2022 07:29:50 ***
Web - Note created on 02/07/2022 07:29:50 and created by Robert Rewoldt II
verified vehicle water pump functional and not leaking verified cooling fan operation verified no leaks with pressure tester at 18 psi over 30 min went on test drive thats when coolant smell was present puled over and seen coolant came out of resivore performed leakdown test on all 6 cylnders did not see any coolant bubbles or hear any leaks more than lilkey because vehicle is cold used camera in all cylnders found cyl 4 washed from coolant and coolant seen on top of piston see attached photos and video

*** 02/07/2022 07:29:51 ***
61DE6914.jpg added by Robert Rewoldt II on 02/07/2022 07:29:51

*** 02/07/2022 07:29:52 ***
61DE6928.jpg added by Robert Rewoldt II on 02/07/2022 07:29:52

*** 02/07/2022 07:29:52 ***
6200505A.jpg added by Robert Rewoldt II on 02/07/2022 07:29:52

*** 02/07/2022 07:29:53 ***
62005022.jpg added by Robert Rewoldt II on 02/07/2022 07:29:52

*** 02/07/2022 07:29:53 ***
62005080.jpg added by Robert Rewoldt II on 02/07/2022 07:29:53

*** 02/07/2022 07:29:56 ***
20220206225152.avi added by Robert Rewoldt II on 02/07/2022 07:29:53

*** Web - Advice created on 02/07/2022 08:57:45 and created by John Rehm ***
1: Robert, please use a funnel above the reservoir, so that bubbling coolant will not contaminate the block leak tester. Try to capture this on video showing the block leak test fluid changing color.
If external leakage from head gaskets is found you can attach images of this to the case.

*** 02/07/2022 12:42:02 ***
Web - Note created on 02/07/2022 12:42:02 and created by Robert Rewoldt II
Performed chemical test failed went from blue to green to yellow see attached vudeo

*** 02/07/2022 12:42:14 ***
20220207_153443.mp4 added by Robert Rewoldt II on 02/07/2022 12:42:02

*** Web - Advice created on 02/07/2022 14:35:31 and created by John Rehm ***
1: Robert,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/09/2022 11:19:12 ***
Web - Note created on 02/09/2022 11:19:11 and created by Robert Rewoldt II
Photos and vid added cyl 4 striped head bolts

*** 02/09/2022 11:19:13 ***
20220209_135531.jpg added by Robert Rewoldt II on 02/09/2022 11:19:13

*** 02/09/2022 11:19:32 ***
20220209_135208.mp4 added by Robert Rewoldt II on 02/09/2022 11:19:14

*** Web - Advice created on 02/09/2022 12:07:25 and created by John Rehm ***
1: Thank you Robert.
I have generated and approved a PWA case for you.

<For Internal Use Only
VT-clean/#4 piston clean/threads pulled out of the block, yes/block test failed/>

*** Web - Advice created on 02/09/2022 12:07:45 and created by John Rehm ***
1: Please request a long block for this repair if available.

*** 02/09/2022 12:07:58 ***
PWA Case created for RA Case 14616873 by John Rehm

*** 02/09/2022 12:07:58 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,475

Prod Date: 10/13/2014 **Warranty Start Date:** 11/22/2014

Dealer/Contact Data:

Dealer: TN030 Greenway Kia Rivergate

Phone: 6158609888 **FAX:** 6158609934

Contact: Michael Fagan **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 01/26/2022 14:00:41 ***
Contact = Michael Fagan, Priority = Standard, Sub Status = Dispatched

*** 01/26/2022 14:00:41 ***
Web - Problem Description created on 01/26/2022 14:00:41 and created by Michael Fagan
COOLANT IS LEAKING INTO COMBUSTION CHAMBER ON CYLINDER 1

*** 01/26/2022 14:00:41 ***
Web - Diagnostics created on 01/26/2022 14:00:41 and created by Michael Fagan
CYLINDER 1 REMOVED PLUG AND FOUND IT WAS STEAM CLEANED WITH COOLANT RESIDUE IN CYLINDER
COOLANT COMING OUT OF THE EXHAUST, AND WHITE SMOKING.
COOLANT SYSTEM IS PRESSURIZED AND FAILED THE EXHAUST GAS TEST.

*** 01/26/2022 14:03:20 ***
IMG_6994.MOV added by Michael Fagan on 01/26/2022 14:03:07

*** 01/27/2022 05:45:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/27/2022 05:51:07 and created by Steven Okimura ***
1: Michael, Try torqueing down the head bolts near the leak, if the head bolts fail to tighten the block should be replaced, attach a video of the VIN and attempting to tighten head bolts. Thank you

*** 02/08/2022 06:04:46 ***
Web - Note created on 02/08/2022 06:04:46 and created by Michael Fagan
Haven't had a chance to pull this back in yet. Updating to keep case open.

*** Web - Advice created on 02/08/2022 08:06:08 and created by Steven Okimura ***
1: Thank you

*** Service Alert Escalated to CA as: 14634201 on 02/09/2022 01:08:28 (PST)

*** 02/09/2022 10:14:07 ***
IMG_0068.MOV added by Michael Fagan on 02/09/2022 10:13:17

*** 02/09/2022 10:15:22 ***
Web - Note created on 02/09/2022 10:15:22 and created by Michael Fagan
Sent in video. Only one head bolt around cylinder 1 torques down. Will need engine.

*** Web - Advice created on 02/10/2022 10:40:09 and created by Steven Okimura ***
1: I have generated and approved a PWA case for you.

*** 02/10/2022 10:40:18 ***
PWA Case created for RA Case 14610518 by Steven Okimura

*** 02/10/2022 10:40:19 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,955

Prod Date: 07/11/2013 **Warranty Start Date:** 07/25/2013

Dealer/Contact Data:

Dealer: PA051 South Hills Kia

Phone: 7249414300 **FAX:** 7249412504

Contact: Jim Watts **Contact Title:** Service Manager **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/14/2022 09:46:42 ***
Contact = Jim Watts, Priority = Standard, Sub Status = Assigned

*** 02/14/2022 09:46:42 ***
Web - Problem Description created on 02/14/2022 08:56:32 and created by Jim Watts
Customer states vehicle is overheating -towed in

*** 02/14/2022 09:46:42 ***
Web - Diagnostics created on 02/14/2022 08:56:33 and created by Jim Watts
Verified overheating on test drive - obtained authorization for tear down/ Diagnosis
found head bolts spinning freely and not tighten (video attached)

*** Web - Advice created on 02/14/2022 10:02:21 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 02/14/2022 10:02:31 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/14/2022 10:02:32 ***
PWA has been authorized by Eddie Milton

*** 02/14/2022 10:02:32 ***
Case closed by Eddie Milton with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,149

Prod Date: 07/16/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: Robin Lantano **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: Warranty Exclusion-Auto

Case History

*** 02/17/2022 12:19:46 ***
Contact = Robin Lantano, Priority = Standard, Sub Status = Dispatched

*** 02/17/2022 12:19:46 ***
Web - Problem Description created on 02/17/2022 12:12:42 and created by Robin Lantano
CUSTOMER STATES ENGINE WAS OVER HEATING AND COOLANT LEAK.

*** 02/17/2022 12:19:47 ***
Web - Diagnostics created on 02/17/2022 12:12:42 and created by Robin Lantano
VERIFIED CUSTOMER CONCERN. ENGINE COOLANT LEAKING BETWEEN BANK1 CYLINDER HEAD AND CYLINDER BLOCK. WILL ATTACH PHOTO OF THE COOLANT LEAK.

*** 02/17/2022 12:24:02 ***
20220217_122019.jpg added by Robin Lantano on 02/17/2022 12:24:01

*** 02/17/2022 15:46:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/17/2022 15:46:48 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 02/17/2022 15:55:43 and created by John Rehm ***
1: Robin,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Web - Advice created on 02/17/2022 15:56:00 and created by John Rehm ***
1: Also, please request the most recent oil service record from the customer and attach to the case for review.

*** Service Alert Escalated to CA as: 14652206 on 02/18/2022 01:09:40 (PST)

*** 02/18/2022 10:59:19 ***
Web - Note created on 02/18/2022 10:59:19 and created by Robin Lantano
attached all requested videos and photos

*** 02/18/2022 10:59:21 ***
20220218_105429.jpg added by Robin Lantano on 02/18/2022 10:59:20

*** 02/18/2022 11:00:02 ***
20220218_104645.mp4 added by Robin Lantano on 02/18/2022 10:59:21

*** 02/18/2022 11:00:03 ***
20220218_105307.jpg added by Robin Lantano on 02/18/2022 11:00:02

*** Web - Advice created on 02/18/2022 15:10:10 and created by John Rehm ***
1: If the heads are not warped, I would recommend sending them out for pressure checking replace seals and check the guides. If they are warped, I would recommend a long block be used if available. If there is no long block available, the heads will need to be replaced and the valvetrain components swapped over. Please make sure the new camshafts are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated and approved a PWA case for you.

<For Internal Use Only
bolts stripped block threads /leak shown/VT-clean/
most recent 59,608 @ 02/29/2020>

*** 02/18/2022 15:10:22 ***
PWA Case 14653816 created by John Rehm

*** 02/18/2022 15:10:29 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,462

Prod Date: 03/26/2013 **Warranty Start Date:** 07/20/2013

Dealer/Contact Data:

Dealer: NJ014 Fette Kia

Phone: 9737797000 **FAX:** 9737790927

Contact: Rafael Nunez **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolts

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine replacement

Case History

*** 02/17/2022 12:42:42 ***
Contact = Rafael Nunez, Priority = Standard, Sub Status = Dispatched

*** 02/17/2022 12:42:42 ***
Web - Problem Description created on 02/17/2022 12:42:26 and created by Rafael Nunez
c/s car overheating and consistently loosing coolant

*** 02/17/2022 12:42:42 ***
Web - Diagnostics created on 02/17/2022 12:42:26 and created by Rafael Nunez
pressurized cooling system and lifted vehicle to inspect for signs of coolant leaks. found coolant leaking from headgasket area on bank 1 cylinder head. advised customer potential head gasket issue present but would have to remove cylinder head to inspect for further damages. upon removal, found 7 of 16 cylinder head bolts loose and found 1 head bolt stripped completely(see photo attached). removed both cylinder heads and found both headgaskets blown as part of diagnosis. inspected cylinder heads for flatness and using straight edge found both cylinder heads with just about .06mm worth of unevenness. looked up specification on kgis and found spec to be less than .05mm showing both cylinder heads exceed maximum limit. now should i replace long block assmebly or order two cylinder heads with shortblock assembly?

*** 02/17/2022 15:55:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/17/2022 15:59:06 and created by Eddie Milton ***
1: Rafael, I greatly appreciate all your hard work.

Since you are a DSA A dealer, you do not need a PWA approval to replace the engine. Considering that both heads are warped beyond spec, I would recommend replacing with a long block if available.

*** Service Alert Escalated to CA as: 14652154 on 02/18/2022 01:09:40 (PST)

*** 02/18/2022 10:26:03 ***
Web - Note created on 02/18/2022 10:26:02 and created by Rafael Nunez
okay, unfortunately long block assembly no longer avaiblable. so shortblock assembly and two cylinder heads were ordered. will close case now! thank you

*** 02/18/2022 10:26:17 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: engine replacement

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,578

Prod Date: 07/17/2019 **Warranty Start Date:** 07/31/2019

Dealer/Contact Data:

Dealer: AZ037 Oxendale Kia

Phone: 9287731404 **FAX:** 9287731406

Contact: Brett Gerasim **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 02/18/2022 13:18:41 ***
Contact = Brett Gerasim, Priority = Standard, Sub Status = Dispatched

*** 02/18/2022 13:18:41 ***
Web - Problem Description created on 02/18/2022 13:18:41 and created by Brett Gerasim
Vehicle came to us with complaint of overheating.

*** 02/18/2022 13:18:42 ***
Web - Diagnostics created on 02/18/2022 13:18:42 and created by Brett Gerasim
Confirm that the temperature does creep well above normal when the vehicle is idling. Verified engine coolant level and found it to be low. There is a lot of coolant residue at the fill neck and surrounding plastic apron. Removed the radiator cap and a large gas pocket was released that smells like oil vapor. Verified proper operation of the engine cooling fan. which is working correctly. Performed an engine block test which the vehicle failed.

Please advise how to proceed. Thank you

*** 02/18/2022 15:15:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/18/2022 15:20:02 and created by Andrew Velasco ***
1: Hello, Brett. Please attach a picture showing the failed block test.

2: Please remove the valve cover on the leaking bank, then use a torque wrench to check the torque on each head bolt. If any are loose, please attach a video displaying the torque on the wrench and the head bolt continuously tightening.

3: Please also remove the bolt and show the stripped threads in a picture.

*** 02/22/2022 09:11:23 ***
Web - Note created on 02/22/2022 09:11:22 and created by Brett Gerasim
It turns out that the head bolt on the driver's side upper corner of the front bank is sheared rather than stripped. I have

documented this with pictures and a video below.

*** 02/22/2022 09:11:24 ***
20220222_095550.jpg added by Brett Gerasim on 02/22/2022 09:11:23

*** 02/22/2022 09:11:25 ***
20220222_095603.jpg added by Brett Gerasim on 02/22/2022 09:11:24

*** 02/22/2022 09:11:26 ***
20220222_095617.jpg added by Brett Gerasim on 02/22/2022 09:11:25

*** 02/22/2022 09:11:55 ***
20220222_095323.mp4 added by Brett Gerasim on 02/22/2022 09:11:26

*** 02/22/2022 09:17:47 ***
Web - Note created on 02/22/2022 09:17:46 and created by Brett Gerasim
I have also attached the falied block test. Our leak check fluid changes from blue to yellow in the presence of combustion gases. Thank you again for your help.

*** 02/22/2022 09:17:48 ***
IMG_4312.JPG added by Brett Gerasim on 02/22/2022 09:17:47

*** Web - Advice created on 02/23/2022 15:47:21 and created by Andrew Velasco ***
1: Thank you, Brett. Was this head replaced or repaired recently? We usually don't see sheared bolts. Most of the time they just strip out of the head. This looks like the bolt was over torqued. RO #509555 states that the vehicle was in for the same concern, but doesn't state what was performed. Can you have your writer attach a copy of the RO to the case, please?

*** 02/24/2022 08:07:55 ***
Web - Note created on 02/24/2022 08:07:55 and created by Brett Gerasim
Good morning, Andrew-
Are you sure that said RO is from this dealership? Our repair orders always follow the pattern of 630XXXXX and we are presently on 6303XXXX with our latest showing as 63034760. Was this done at another dealership? Please advise. Thank you for your help.

*** Web - Advice created on 02/25/2022 09:55:11 and created by Andrew Velasco ***
1: I apologize for that, wrong dealer. Please refer to your DPSM for possible coverage.

*** Service Alert Escalated to CA as: 14673231 on 03/02/2022 01:08:27 (PST)

*** Case has been auto closed by the system on 03/13/2022 01:14:02 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,468

Prod Date: 10/04/2014 **Warranty Start Date:** 10/28/2014

Dealer/Contact Data:

Dealer: TX152 Kia of North Austin

Phone: 5125831900 **FAX:** 2146942820

Contact: Marco Lopez **Contact Title:** Exclusive Kia Technician **Service District:** SW05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 02/17/2022 14:50:42 ***
Contact = Marco Lopez, Priority = Standard, Sub Status = Dispatched

*** 02/17/2022 14:50:42 ***
Web - Problem Description created on 02/17/2022 14:50:42 and created by Marco Lopez
My customer states their engine is overheating.

*** 02/17/2022 14:50:42 ***
Web - Diagnostics created on 02/17/2022 14:50:42 and created by Marco Lopez
The coolant reservoir is empty and smells like exhaust fumes. I raised the vehicle and inspected for coolant leaks and saw none from anywhere except for the back side of the bank two head. I actuated the cooling fan and it operates. I performed a block test and my fluid does indicate the that there are exhaust fumes in the cooling system. I have attached a video of the block test as well as the video showing the leak between the bank two head and block, please advise.

*** 02/17/2022 14:50:46 ***
Video (66).MOV added by Marco Lopez on 02/17/2022 14:50:43

*** 02/17/2022 14:50:48 ***
Video (67).MOV added by Marco Lopez on 02/17/2022 14:50:46

*** Web - Advice created on 02/18/2022 06:51:34 and created by Greg Phillips ***
1: Marco, I would check the head bolts on that bank. With the right socket, you should be able to get to some of them without removing the camshafts. And I would check to see if those cylinders have coolant puddled in them, or if coolant pours into them when you pressurize the system.

*** 02/18/2022 07:44:41 ***
Web - Note created on 02/18/2022 07:44:41 and created by Marco Lopez
So from previous repairs I've made to these engines, I usually pull those head bolts and the block threads come out with them, is that what you're wanting me to check for at this point? I will also pressurize the system and check the back cylinders once I have a chance to pull manifold.

*** Web - Advice created on 02/18/2022 07:57:08 and created by Greg Phillips ***
1: Yes, I'm looking for possible pulled thread bolts from the block. As for checking for coolant entering the cylinders first, if it ends up being very excessive, then the block thread test isn't really necessary. Because coolant doesn't compress. If any of the cylinders fill with coolant very quickly, then there is likely rod damage on this already as well.

*** 02/18/2022 08:04:11 ***
Web - Note created on 02/18/2022 08:04:11 and created by Marco Lopez
Okay thank you Greg, I will perform the coolant pressure test first and update you with my findings when I can.

*** Web - Advice created on 02/18/2022 08:19:46 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 02/21/2022 06:13:53 ***
Web - Note created on 02/21/2022 06:13:52 and created by Marco Lopez
Okay I pressurized the cooling system and saw coolant spill into cylinder two quickly. I have attached a video showing my borescope's screen.

*** 02/21/2022 06:13:57 ***
Video (69).MOV added by Marco Lopez on 02/21/2022 06:13:54

*** Web - Advice created on 02/21/2022 07:29:01 and created by Greg Phillips ***
1: It might be the quality of the video, but I don't see coolant entering the cylinder at all. If that's the worst one, I would check the head bolts.

*** 02/21/2022 08:31:29 ***
Web - Note created on 02/21/2022 08:31:29 and created by Marco Lopez
Before I pull the accessible head bolts, I wanted to show you the underside of the back head valve cover and the valve train itself. Do you believe this is negligence at this point?

*** 02/21/2022 08:31:31 ***
image0 (28).jpeg added by Marco Lopez on 02/21/2022 08:31:30

*** 02/21/2022 08:31:32 ***
image0 (29).jpeg added by Marco Lopez on 02/21/2022 08:31:31

*** 02/21/2022 08:31:34 ***
image0 (30).jpeg added by Marco Lopez on 02/21/2022 08:31:33

*** Web - Advice created on 02/21/2022 08:50:25 and created by Greg Phillips ***
<For Internal Use Only
rev, heavy sludge>

*** Web - Advice created on 02/21/2022 10:05:01 and created by Greg Phillips ***
1: Thanks Marco. This was clearly neglected. However, stripped head bolt threads from the block may effect the decision still. Let's please check them.

*** Web - Advice created on 02/21/2022 10:05:30 and created by Greg Phillips ***
<For Internal Use Only
reviewed with RL>

*** 02/21/2022 12:43:37 ***
Web - Note created on 02/21/2022 12:43:36 and created by Marco Lopez
The head bolts along the back side of the head are free spinning inside the block, I managed to pull one out and a lot of block threads came out with it. I have attached a photo for review.

*** 02/21/2022 12:43:39 ***
image0 (31).jpeg added by Marco Lopez on 02/21/2022 12:43:38

*** Web - Advice created on 02/21/2022 12:56:08 and created by Greg Phillips ***
1: Thanks. The customer needs to be educated on proper maintenance. But we are going to authorize this. They are kind of getting away with one here, but the two problems are not actually related on this one.

*** 02/21/2022 12:56:29 ***
PWA Case created for RA Case 14651429 by Greg Phillips

*** 02/21/2022 12:56:29 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,413

Prod Date: 04/25/2014 **Warranty Start Date:** 02/24/2015

Dealer/Contact Data:

Dealer: WA030 George Gee Kia

Phone: 5092102000 **FAX:** 5099271915

Contact: Patrick Farrell **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine - Overheats # oil in the coolant Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/15/2022 08:48:42 ***
Contact = Ryley St John, Priority = Standard, Sub Status = Dispatched

*** 02/15/2022 08:48:42 ***
Web - Problem Description created on 02/15/2022 08:48:42 and created by Ryley St John
CUSTOMER STATED THAT VEHICLE IS LEAKING MILKY FLUID.

*** 02/15/2022 08:48:43 ***
Web - Diagnostics created on 02/15/2022 08:48:43 and created by Ryley St John
STARTED INSPECTING VEHICLE AND FOUND COOLANT/OIL MIX SURROUNDING THE COOLING RESERVOIR. FOUND THE RADIATOR TO BE FULL OF MILKY SLUDGE. WAS ADVISED TO START TECH CASE

*** 02/15/2022 11:42:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/15/2022 11:47:23 and created by Frank Lusic ***
1: Hello Ryley
Please attach pictures of the oil in the cooling system

*** 02/15/2022 13:00:40 ***
Web - Note created on 02/15/2022 13:00:40 and created by Ryley St John
I HAVE ATTACHED PHOTOS

*** 02/15/2022 13:00:42 ***
OIL CAP.jpg added by Ryley St John on 02/15/2022 13:00:41

*** 02/15/2022 13:00:43 ***
RADIATOR.jpg added by Ryley St John on 02/15/2022 13:00:42

*** 02/15/2022 13:00:44 ***

RESERVOIR.jpg added by Ryley St John on 02/15/2022 13:00:44

*** Web - Advice created on 02/15/2022 13:28:32 and created by Frank Lusic ***
1: Thank you, does this oil look like transmission oil or engine oil? it almost looks like it has a pink tint to it , if so this maye trans fluid instead of engine oil

*** 02/15/2022 13:43:43 ***
Web - Note created on 02/15/2022 13:43:43 and created by Ryley St John
I do not believe so. the pictures do make the color seem lighter but in person it is definitely solid brown. and also the transmission oil cooler does not run through the radiator on this vehicle

*** Web - Advice created on 02/15/2022 14:01:35 and created by Frank Lusic ***
1: Thank you

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 02/23/2022 10:46:17 ***
IMG_20220222_131835706.jpg added by Patrick Farrell on 02/23/2022 10:46:16

*** 02/23/2022 10:46:20 ***
IMG_20220222_131813245.jpg added by Patrick Farrell on 02/23/2022 10:46:18

*** 02/23/2022 10:46:52 ***
Web - Note created on 02/23/2022 10:46:52 and created by Patrick Farrell
Frank can you please switch this case to Patrick Farrell. I took over case for Ryley. I removed the camshafts and the outer head bolts are loose on (Bank 1) cylinder head. One would not come out just keeps spinning. I got 2 bolts out and took photos. The block will need to be replaced.

*** Web - Advice created on 02/23/2022 11:41:53 and created by Frank Lusic ***
1: Hello Patrick

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 02/23/2022 11:42:14 ***
PWA Case created for RA Case 14645281 by Frank Lusic

*** 02/23/2022 11:42:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,520

Prod Date: 10/29/2014 **Warranty Start Date:** 01/30/2015

Dealer/Contact Data:

Dealer: WV003 Warner Kia

Phone: 3044223502 **FAX:** 3044225159

Contact: Willard Burdette **Contact Title:** Dual Technician **Service District:** SO05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: MAINT OK HEAD

Case History

*** 02/28/2022 12:14:56 ***
Contact = Willard Burdette, Priority = Standard, Sub Status = Dispatched

*** 02/28/2022 12:14:57 ***
Web - Problem Description created on 02/28/2022 11:55:47 and created by Willard Burdette
Check for coolant leak

*** 02/28/2022 12:14:57 ***
Web - Diagnostics created on 02/28/2022 11:55:47 and created by Willard Burdette
exhaust gasses present in coolant overflow reservoir, external leak found on bank 1 cylinder head between block.

*** 02/28/2022 12:15:09 ***
20220228_151051.mp4 added by Willard Burdette on 02/28/2022 12:14:58

*** 02/28/2022 13:49:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/28/2022 13:50:54 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 03/08/2022 08:04:14 ***
Web - Note created on 03/08/2022 08:04:13 and created by Willard Burdette
Cylinder head bolt will not torque
Pic attached

*** 03/08/2022 08:04:16 ***
164675538402831923458376429936666.jpg added by Willard Burdette on 03/08/2022 08:04:15

*** 03/08/2022 08:04:18 ***
164675542235719642079568078620 90.jpg added by Willard Burdette on 03/08/2022 08:04:16

*** Web - Advice created on 03/08/2022 09:43:16 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 03/08/2022 09:43:19 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/08/2022 09:43:21 ***
PWA has been authorized by Eddie Milton

*** 03/08/2022 09:43:21 ***
Case closed by Eddie Milton with Resolution Code : Damaged Component
[Resolution Summary]
MAINT OK HEAD BOLTS STRIPPED

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 73,856

Prod Date: 05/07/2014 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: OR002 Beaverton Kia

Phone: 5035262131 **FAX:** 5034699417

Contact: ronald sharma **Contact Title:** Maintenance Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: General Info **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/01/2022 09:10:23 ***
Contact = ronald sharma, Priority = Standard, Sub Status = Dispatched

*** 03/01/2022 09:10:23 ***
Web - Problem Description created on 03/01/2022 09:10:23 and created by ronald sharma
CUSTOMER STATES THEIR VEHICLE SEEMS TO BE OVERHEATING, THEY HAD TO START IT MULTIPLE TIMES BEFORE IT STARTED. THE VEHICLE SOUNDS LOKE ITS RUNNING ONCE ITS OFF AND THEIR TEMPERAURE GAUGE HAS BEEN I/4 TO 1/2.

*** 03/01/2022 09:10:23 ***
Web - Diagnostics created on 03/01/2022 09:10:23 and created by ronald sharma
SCANNED FOR CODES TO VERIFY CONCERN, NO DTC PRESENT, ACTIVE OR HISTORY. CHECKD FOR COOLANT LEAKS NO LEAKS FOUND. CHECKED ON CURRENT DATA FOR MISFIRE, HAD CYLINDER #6 MISFIRE DETECTED. DID CYLINDER HEAD GASKET LEAK TEST AND IT CHANGED COLOUR. PLEASE ADVICE , THANKS RONALD SHARMA

*** 03/01/2022 13:18:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 03/01/2022 13:22:29 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak (probably where the misfire is). Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 03/02/2022 07:21:32 ***
Web - Note created on 03/02/2022 07:21:32 and created by ronald sharma
HI SAM I REMOVED THE VALVE COVER AND TOOK OUT TIMING CHAIN AND CAMS TO GAIN ACCESS TO THE HEAD BOLTS AND FOUND TWO BOLTS STRIPPED ON THE EXHAUST SIDE. WAT YOU NEED ME TO DO NEXT PLEASE ADVICE THANKS RONALD

*** Web - Advice created on 03/02/2022 08:08:55 and created by Sam Camarillo ***

1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/02/2022 08:09:47 ***
PWA Case created for RA Case 14671630 by Sam Camarillo

*** 03/02/2022 08:09:47 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,027

Prod Date: 05/02/2013 **Warranty Start Date:** 03/04/2014

Dealer/Contact Data:

Dealer: FL090 Greenway Kia West Palm Beach

Phone: 5614331511 **FAX:** 5619666414

Contact: JACQUES MARCELIN **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: V OK

Case History

*** 03/07/2022 12:58:43 ***
Contact = JACQUES MARCELIN, Priority = Standard, Sub Status = Dispatched

*** 03/07/2022 12:58:43 ***
Web - Problem Description created on 03/07/2022 12:58:06 and created by JACQUES MARCELIN
CUSTOMER STATES CAR IS OVERHEATING PLEASE CHECK AND ADVIS

*** 03/07/2022 12:58:43 ***
Web - Diagnostics created on 03/07/2022 12:58:06 and created by JACQUES MARCELIN
NO DTC'S PERFORMED A RADIATOR PRESSURE TEST COOLANT LEAKING UNDER THE CYLINDER HEAD

*** 03/07/2022 16:16:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/07/2022 16:17:09 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 03/08/2022 09:13:09 ***
VID-20210716-WA0003.mp4 added by JACQUES MARCELIN on 03/08/2022 09:13:06

*** Web - Advice created on 03/08/2022 09:48:32 and created by Eddie Milton ***
1: Jacques, the video you attached is of a building being constructed.

*** 03/08/2022 11:29:19 ***
20220308_114244.mp4 added by JACQUES MARCELIN on 03/08/2022 11:28:59

*** 03/08/2022 11:30:13 ***
Web - Note created on 03/08/2022 11:30:12 and created by JACQUES MARCELIN
I am so sorry for that video sir

*** Web - Advice created on 03/08/2022 12:57:04 and created by Eddie Milton ***
1: Not a problem, Jacques. It happens. Thank you for the correct video.

2: Please use the “Create PWA Case” tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). All details including attachments will be copied over to the new case. It looks as if you have all the information to approve a case. Thank you.

*** 03/08/2022 12:57:09 ***
Allow Auto PWA Case checked on 3/8/2022 12:57:9 and checked by Eddie Milton

*** 03/09/2022 09:09:36 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,458

Prod Date: 04/22/2014 **Warranty Start Date:** 12/19/2014

Dealer/Contact Data:

Dealer: WI033 Lupient Kia Milwaukee

Phone: 4143513000 **FAX:** 4142288752

Contact: John Bentley **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: VDN/DtcN/bolts?coolant?

Case History

*** 03/08/2022 11:32:49 ***
Contact = John Bentley, Priority = Standard, Sub Status = Dispatched

*** 03/08/2022 11:32:50 ***
Web - Problem Description created on 03/08/2022 11:32:49 and created by John Bentley
misfires overheats smokes

*** 03/08/2022 11:32:50 ***
Web - Diagnostics created on 03/08/2022 11:32:50 and created by John Bentley
psi coolant found that coolant leaking in cly#1 took vavle cover off and cams head bolts are strip out need block let me know ,,, thanks

*** 03/08/2022 16:37:28 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/08/2022 16:37:35 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 03/08/2022 16:44:50 and created by John Rehm ***
1: John,
please show a short video of the pressure test being performed and showing coolant entering the cylinder as noted. Set up a borescope in that cylinder so you can be hands free to record the video.
Then after showing this,
Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold.

*** Web - Advice created on 03/14/2022 10:02:47 and created by John Rehm ***
<For Internal Use Only
.>

*** Case has been auto closed by the system on 03/30/2022 01:19:49 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 233,150

Prod Date: 01/17/2014 **Warranty Start Date:** 01/31/2014

Dealer/Contact Data:

Dealer: VA062 Safford Kia of Fredericksburg

Phone: 5408917400 **FAX:** 5408918251

Contact: Kevin Griese **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Seed Unit Concern #

Symptom: Crank No Start **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: REMOVED AND

Case History

*** 03/09/2022 13:17:14 ***
Contact = Kevin Griese, Priority = Standard, Sub Status = Dispatched

*** 03/09/2022 13:17:15 ***
Web - Problem Description created on 03/09/2022 13:17:15 and created by Kevin Griese
VEHICLE CAME IN ON 12/14/21 WITH COOLANT ONSUMPION ISSUE. FOUND HEAD BOLT THREADS O BE STRIPPED AND CUSTOMER HAD ENGINE REPLACED. AFTER BILDING ENGINE AND INSTALLING FOUND NEW ENGINE WOULD TURN OVER BUT WOULD NOT START.

*** 03/09/2022 13:17:15 ***
Web - Diagnostics created on 03/09/2022 13:17:15 and created by Kevin Griese
PERFORMED LEAK-DOWN TES OF ALL CYLINDERS AND FOUND ALL CYLINDERS TO BE GOOD. ALL CYLINDERS HAD A LEAK OF 5%. THEN PERFORMED COMPRESSION TEST AND FOUND CYLINER 1 TO HAVE 180PSI COMPRESSION, CYLINDERS 3 & 5 TO HAVE 85PSI COMPRESSION, AND CYLINDERS 2, 4 AND 6 ALL HAD 0PSI COMPRESSION. REMOVED VALVE COVERS AND VERIFIED TIMING WAS GOOD. POSSIBLE ISSUE WITH NEW V6 SHORTBLOCK, AS IT WAS REMANUFACTURED.

*** Service Alert Escalated to CA as: 14688899 on 03/10/2022 01:08:40 (PST)

*** 03/10/2022 05:36:10 ***
Web - Note created on 03/10/2022 05:36:10 and created by Kevin Griese
FOUND COOLANT LEAKING THROUGH THE ENGINE AND OUT OF THE BELL HOUSING. THIS IS TIME SENSITIVE, NEED A REPLY

*** 03/10/2022 08:02:16 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/10/2022 08:05:43 and created by Frank Lusic ***

1: Hello Kevin
please perform a leak down test on 3-5 to determine where the pressure is leaking to

*** 03/15/2022 12:54:37 ***
Web - Note created on 03/15/2022 12:54:37 and created by Kevin Griese
AFTER WORKING WITH ENGINE FOUND THAT NO-START ISSUE WAS INDEED CAUSED BY ME. MY TIMING WAS OFF AFTER ALL. HOWEVER NEW PROBLEM PERSISTS. VEHICLE DROVE FINE ALL WEEK AND ON FINAL TEST DRIVE (DRIVE 6) VEHICLE LOST POWER AND MIL ILLUMINATED IN DASH. FOUND CODE P2146 (FUEL INJECTOR GROUP 'A' SUPPLY VOLTAGE CIRCUIT/ OPEN. INJECTOR 2 AND 5). PERFORMED ELECTRICAL TEST OF INJECTORS 2 AND 5. RESISTANCE SPEC 0.98- 1.4 OHMS. FOUND RESISTANCE TO BE WITHIN SPECIFICATION. PER DIAGNOSIS FLOWCHART, REPLACED IDB CONTROL UNI WITH KNOWN GOOD AND TEST DROVE. VEHICLE DROVE PERFECT FOR THE FIRST MILE, THEN WHEN STOPPED AT TRAFFIC LIGHT, BOTH INJECTORS 2 AND 5 CUT OUT. VEHICLE RAN VERY ROUGH. NOT SURE HOW TO PROCEED AS AFTER ELECTRICAL TESTING, INJECTORS TEST GOOD. ACCORDING TO WIRING DIAGRAM, INJECTORS 2 AND 5 DO NOT SHARE ANY OF THE SAME WIRING, NOR DO THEY APPEAR TO INTERACT WITH EACH OTHER

*** Web - Advice created on 03/15/2022 13:16:47 and created by Frank Lusic ***
1: 1, run the engine until it reaches operating temperature
2, disconnect the IDB connector E70
3, check the resistance between the following pins
1, 32-47
3, 16-33
5, 20-35
2, 19-34
4, 31-46
6, 17-18

*** 03/15/2022 13:41:43 ***
Web - Note created on 03/15/2022 13:41:43 and created by Kevin Griese
PERFORMED RESISTANCE TESTS OF PINS AS REQUESTED. AS FOLLOWS:
1, 32-47 = 1.5 OHMS
3, 16-33 = 1.5 OHMS
5, 20-35 = 1.4 OHMS
2, 19-34 = 1.5 OHMS
4, 31-46 = 1.5 OHMS
6, 17-18 = 1.6 OHMS

*** Web - Advice created on 03/15/2022 14:08:53 and created by Frank Lusic ***
1: Thank you, the resistance of 2 and 5 are very close to the other injector circuits
retest 2 and 5 again but this time wiggle the harness and the connectors associated with these injectors to see if the resistance will change at all

*** 03/15/2022 14:12:32 ***
Web - Note created on 03/15/2022 14:12:32 and created by Kevin Griese
Tested 2 and 5 again, this time wiggling the harness as requested. I did not see any fluctuation in resistance. They stayed at 1.5 ohms

*** Web - Advice created on 03/15/2022 14:28:58 and created by Frank Lusic ***
1: Thanks for trying I have seen pin fit issues cause these types of codes
disconnect all of the connectors associated with these two injectors
check for loose pin fit using the proper tool , adjust if loose
add Stabilant to the male pins,
clear the code and reset the adaptive values, retest

*** 03/21/2022 15:08:39 ***
Web - Note created on 03/21/2022 15:08:39 and created by Kevin Griese
NO OPTION AVAILABLE IN ECU TO RESET ADAPTIVE VALUES. REMOVED INJECTORS AND JECKED PINS. FOUND ALL PINS TO BE SECURE, SWAPPED INJECTORS 2 AND 5 WITH 3 AND 4. FOUND CYLINDERS 2 AND 5 TO STILL DISPLAY NO INJECTOR FIRING TIME. ISSUE NOT WITH INJECORS. PERFORMED TEST OF WIRING FROM ECU (CONNECTOR C500-B) TO CONNECTOR IN FUSE BOX (EC11) AND FOUND NO CONCLUSIVE RESULTS. WOULD LIKE

FURTHER ADVISE, CUSTOMER GETTING UPSET AND HAVE TO FINISH VEHICLE ASAP.

*** Web - Advice created on 03/22/2022 06:12:04 and created by Frank Lusic ***
1: I am going to request FTS assistance

*** 03/22/2022 06:12:35 ***
Inspection requested by Frank
Request Code: TL-VA062-14687947-32222
Request Details: due to time down diagnostic and repair attempts

*** Web - FTS Advice created on 03/24/2022 09:59:16 and created by Jim Selz ***
Kevin, I would like you to take a voltmeter and put it on terminal 80 in EC11 then go into actuation test and actuate injector number 2 and tell me what reading you get from your voltmeter, then I would like you also to do the same test on pin 47 and actuate injector #3 and give me your reading.

*** Web - FTS Note created on 03/24/2022 10:01:32 and created by Jim Selz ***
Talk to Kevin over the phone he feels he had located the problem, which was dealing with a loose connection he secured the lose connection. He is test driving the vehicle and he will update the case with his results.

*** Web - Advice created on 03/24/2022 10:14:36 and created by Frank Lusic ***
<For Internal Use Only
Great Thanks Jim>

*** Web - FTS Advice created on 03/25/2022 07:47:16 and created by Jim Selz ***
I was told by the dealer the vehicle is fixed. I have asked them to update and close the case with their results.

*** Web - Advice created on 03/25/2022 08:11:00 and created by Frank Lusic ***
<For Internal Use Only
Thanks Jim I appreciate all of your assistance>

*** 04/01/2022 10:09:52 ***
Web - Note created on 04/01/2022 10:09:52 and created by Kevin Griese
FOUND POOR CONTACT WITHIN ECU. REMOVED AND REINSALLED CONNECTORS TO ENSURE PROPER CONTACT. VEHICLE DRIVES AS DESIGNED

*** 04/01/2022 10:11:53 ***
Case Closed with Resolution Code: Elec Connection Poor
Resolution Summary: REMOVED AND RECONNECTED CONNECTOR

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,542

Prod Date: 04/23/2013 **Warranty Start Date:** 08/12/2013

Dealer/Contact Data:

Dealer: OH062 Coughlin Kia

Phone: 7403667979 **FAX:** 6143662150

Contact: Nicholas Mccrady **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/14/2022 12:24:33 ***
Contact = Nicholas Mccrady, Priority = Standard, Sub Status = Dispatched

*** 03/14/2022 12:24:33 ***
Web - Problem Description created on 03/14/2022 12:21:46 and created by Nicholas Mccrady
customer states the engine is leaking coolant.

*** 03/14/2022 12:24:33 ***
Web - Diagnostics created on 03/14/2022 12:21:46 and created by Nicholas Mccrady
performed cooling system pressure test. found coolant appears to be leaking from the bank 2 head gasket at the back of the cylinder head (possibly coming from the intake side of the head). checked and found coolant reservoir appears to be contaminated. brought vehicle to temperature, lowered coolant level and performed combustion gas leak test. test indicated presence of combustion gas in cooling system. the customer has an extended service contract through JMA. i was advised by my service manage to open a case for instructions on how to proceed.

*** 03/14/2022 14:56:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/14/2022 14:58:24 and created by Frank Lusic ***
1: Hello Nicholas
once you have approval from DMA
2: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Case has been auto closed by the system on 03/30/2022 01:19:49 (PST)
*** 04/13/2022 06:34:09 ***

Reopened with Sub Status of Working

*** Web - Advice created on 04/13/2022 06:34:38 and created by Frank Lusic ***
1: Notes from duplicate web case
04/12/2022 11:19:19 and created by Nicholas Mccrady

customer states the engine leaks coolant.

d on 04/12/2022 11:19:19 and created by Nicholas Mccrady

requesting re open previous case for this vehicle finally got around to tearing this engine down. removed the lh rocker cove and intake camshaft. found the rear upper head bolt for the lh head has pulled from the engine block. i have attached a video.

*** Web - Advice created on 04/13/2022 06:36:07 and created by Frank Lusic ***
1: The engine will need to be replaced have your service writer contact the extended warranty company

*** Case has been auto closed by the system on 04/29/2022 01:13:10 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,467

Prod Date: 04/19/2013 **Warranty Start Date:** 07/30/2013

Dealer/Contact Data:

Dealer: PA004 Murray Kia

Phone: 6102793020 **FAX:** 6102799663

Contact: Radoslaw Wojtowicz **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Knocking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/15/2022 05:53:41 ***
Contact = Radoslaw Wojtowicz, Priority = Standard, Sub Status = Dispatched

*** 03/15/2022 05:53:41 ***
Web - Problem Description created on 03/15/2022 05:53:41 and created by Radoslaw Wojtowicz
engine making loud knocking/ rattle noise and excessive smoke

*** 03/15/2022 05:53:42 ***
Web - Diagnostics created on 03/15/2022 05:53:41 and created by Radoslaw Wojtowicz
oil level was 1.0 qt low, some metallic particles when drained out, no major external leaks. coolant full

*** 03/15/2022 06:03:57 ***
IMG_1245.MOV added by Radoslaw Wojtowicz on 03/15/2022 06:03:45

*** 03/15/2022 06:04:06 ***
IMG_1244.MOV added by Radoslaw Wojtowicz on 03/15/2022 06:03:57

*** 03/15/2022 08:40:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 03/15/2022 08:49:44 and created by Juan Vazquez ***
1: Thank you for that information. Is this steam or oil smoke coming form the tail pipe?

Steam will go up and dissipate within a couple of seconds, and if grabbed with your hands, you will feel them get wet.

Smoke will remain low, normally blue when looked through sun light and will linger longer.

If this is steam, perform the following:

- Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any, please attach a

clear picture to the case for review.

- If there is no leak, perform a chemical block check and attach a short video showing VIN and the fluid changing colors.

NOTE: If a leak cannot be found, you may have to pressurize the cooling system overnight, remove spark plugs and inspect the top of the pistons for coolant. Please attach photos to the case for review.

*** Service Alert Escalated to CA as: 14699102 on 03/16/2022 01:08:32 (PST)

*** 03/21/2022 12:47:32 ***
203FDFB5-850E-4C63-BCE4-3CE1AE16F743.jpeg added by Radoslaw Wojtowicz on 03/21/2022 12:47:32

*** 03/21/2022 12:47:36 ***
AD4A2C56-A835-4EB3-9D60-545FB22C395D.jpeg added by Radoslaw Wojtowicz on 03/21/2022 12:47:35

*** 03/21/2022 12:49:55 ***
Web - Note created on 03/21/2022 12:49:55 and created by Radoslaw Wojtowicz
sorry for the delay, the exhaust does smell like coolant and when pressurized i do see slight seepage from the head gasket

*** Web - Advice created on 03/21/2022 16:32:27 and created by Juan Vazquez ***
1: Thank you for the information. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** 03/22/2022 07:06:40 ***
Web - Note created on 03/22/2022 07:06:40 and created by Radoslaw Wojtowicz
Added a photo of a head bolt with block threads attached

*** 03/22/2022 07:06:43 ***
F00D6A58-018B-46E7-B514-86172DEF2772.jpeg added by Radoslaw Wojtowicz on 03/22/2022 07:06:42

*** Web - Advice created on 03/22/2022 07:16:11 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** 03/22/2022 07:16:29 ***
PWA Case created for RA Case 14696882 by Juan Vazquez

*** 03/22/2022 07:16:30 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,268

Prod Date: 05/16/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 **FAX:** 7177189417

Contact: Todd Neff **Contact Title:** Maintenance Technician **Service District:** EA08

Case Details:

Case Title: Engine - Seed Unit Concern # Case for Warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Timing Cover

Resolution:

Case History

*** 03/22/2022 12:21:27 ***
Engine Diagnosis updated on 3/22/2022 12:21:27 and updated by Siebel eSupport

*** 03/22/2022 12:25:33 ***
Contact = Todd Neff, Priority = Standard, Sub Status = Dispatched

*** 03/22/2022 12:25:33 ***
Web - Problem Description created on 03/22/2022 12:21:28 and created by Todd Neff
coolant very low. its mixing into the oil. oil is 4 quarts over on the dipstick due to coolant contamination.

*** 03/22/2022 12:25:34 ***
Web - Diagnostics created on 03/22/2022 12:21:28 and created by Todd Neff
see history on this vin. i didnt do all other work on this. tech that did is no longer here. had multiple short blocks and heads/front end taken off and on multiple times. it really needs a long block esp now that theres "milk" throughout engine due to coolant oil mixing.

*** 03/22/2022 12:25:37 ***
164797695227328099214845410890 66.jpg added by Todd Neff on 03/22/2022 12:25:34

*** 03/22/2022 12:25:38 ***
164797697120654515987390731129 11.jpg added by Todd Neff on 03/22/2022 12:25:37

*** 03/22/2022 12:25:41 ***
164797698642229945593461148203 40.jpg added by Todd Neff on 03/22/2022 12:25:39

*** 03/22/2022 12:25:44 ***
164797699731847617705470975104 5.jpg added by Todd Neff on 03/22/2022 12:25:41

*** 03/23/2022 04:24:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/23/2022 04:28:59 and created by Tony Thomas ***
1: Please attach photos of the blue reman tag, engraved serial number and shipping label from the container (if available). Seed units come in a cardboard box and will not have a reman tag.

*** 03/23/2022 08:08:25 ***
1648047920682527656089093930047 5.jpg added by Todd Neff on 03/23/2022 08:08:24

*** 03/23/2022 08:18:14 ***
Web - Note created on 03/23/2022 08:18:13 and created by Todd Neff
uploaded picture. no shipping label available. old engine sent back already

*** Web - Advice created on 03/23/2022 08:19:25 and created by Tony Thomas ***
1: No blue R-DOT reman tag?

*** 03/23/2022 08:22:43 ***
Web - Note created on 03/23/2022 08:22:42 and created by Todd Neff
not that i see

*** 03/23/2022 08:23:02 ***
Web - Note created on 03/23/2022 08:23:02 and created by Todd Neff
just see where it says R DOT

*** Web - Advice created on 03/23/2022 08:38:58 and created by Tony Thomas ***
1: I see 2 short blocks replaced at 49090 miles and now 52268 blown head gaskets again. I need to know if these were seed units or remans and if the head bolts were pulling the threads from the block or if they were never torqued to yield meaning you have to test the head bolts.

*** 03/23/2022 10:06:56 ***
Web - Note created on 03/23/2022 10:06:56 and created by Todd Neff
First one was replaced due to pulling threads on cylinder 3. The original engine. Both were reman. Second block replaced for oiling issues. Head bolts were torqued to yeild

*** Web - Advice created on 03/23/2022 10:27:08 and created by Tony Thomas ***
1: 2 short blocks by the same tech @ 49090 miles with FTS involvement and now back in 3578 miles with coolant and oil mixed. I need a photo of the blue R-DOT reman tag and for you to test the head bolt torque to determine what failed causing oil and coolant to mix. I suspect the heads may not have been torqued properly and I do not know how you would know that they were, as you state.

*** 03/24/2022 05:56:41 ***
Web - Note created on 03/24/2022 05:56:41 and created by Todd Neff
im just going off what im told.

*** Web - Advice created on 03/24/2022 06:34:55 and created by Tony Thomas ***
1: Understood. Let's verify and confirm.

*** 03/24/2022 07:57:39 ***
Web - Note created on 03/24/2022 07:57:38 and created by Todd Neff
being that the head bolts are torque to yeild. what torque number am i looking for? to test head bolts torque

*** Web - Advice created on 03/24/2022 08:02:58 and created by Tony Thomas ***
1: 95 ft. lbs.

*** 03/28/2022 10:08:48 ***
Web - Note created on 03/28/2022 10:08:48 and created by Todd Neff
all head bolts were 94-96. checked with a digital snap on torque wrench

*** Web - Advice created on 03/28/2022 10:14:05 and created by Tony Thomas ***
1: It the head bolts are not stripped, remove the heads for further inspection.

*** Service Alert Escalated to CA as: 14722633 on 03/29/2022 01:08:57 (PST)

*** 04/08/2022 03:49:38 ***
Web - Note created on 04/08/2022 03:49:38 and created by Michael Moose
Just wanted to update...we will be bringing the car back into the shop next week to remove the heads. Didn't want the case to close.

*** Web - Advice created on 04/08/2022 04:20:29 and created by Tony Thomas ***
1: Thanks for the update.

*** 04/12/2022 06:15:20 ***
Web - Note created on 04/12/2022 06:15:20 and created by Todd Neff
Found front cover broken at coolant port for water pump.

*** 04/12/2022 06:15:22 ***
164976928043610495450600991367 9.jpg added by Todd Neff on 04/12/2022 06:15:21

*** 04/12/2022 06:15:40 ***
Web - Note created on 04/12/2022 06:15:40 and created by Todd Neff
added pic

*** Web - Advice created on 04/12/2022 06:26:15 and created by Tony Thomas ***
1: Thanks for the update. Please retain parts for collection and close this case and submit your warranty claim immediately after the repairs have been completed.

*** 04/26/2022 07:20:42 ***
Web - Note created on 04/26/2022 07:20:42 and created by Todd Neff
thank you

*** Web - Advice created on 04/26/2022 07:21:44 and created by Tony Thomas ***
1: You're welcome.

*** 04/26/2022 07:22:01 ***
Your PWA request to replace the engine has been denied.

*** 04/26/2022 07:22:02 ***
PWA has been denied by Tony Thomas

*** 04/26/2022 07:22:02 ***
Case closed by Tony Thomas with Resolution Code : Improper Assembly
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,929

Prod Date: 08/15/2019 **Warranty Start Date:** 09/12/2019

Dealer/Contact Data:

Dealer: GA098 Sons Kia

Phone: 6787832299 **FAX:** 6787832194

Contact: Jacob Hamilton **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized

Case History

*** 03/23/2022 06:59:30 ***
Contact = Jacob Hamilton, Priority = Standard, Sub Status = Dispatched

*** 03/23/2022 06:59:30 ***
Engine Diagnosis updated on 3/23/2022 6:59:30 and updated by Siebel eSupport

*** 03/23/2022 06:59:31 ***
Web - Problem Description created on 03/23/2022 06:51:00 and created by Jacob Hamilton
The customer states that the vehicle is overheating and running out of coolant.

*** 03/23/2022 06:59:31 ***
Web - Diagnostics created on 03/23/2022 06:51:00 and created by Jacob Hamilton
Found white smoke coming out of the exhaust at times. Performed visual inspection and found that there is coolant and oil coming out of the back of the rear head area. Cleaned up to see if it leaks out right away. Performed compression test and found that cylinder 1 had 32 psi and cylinder 3 had 38 psi. Performed cylinder leak down and found that there was a 93% leak through cylinder 3 when testing cylinder 1. Determined that head gasket was blown, removed heads from cylinder block and found that head bolt threads in between cylinder 1 and 3 attached photos. Inspected both heads' flatness with a straight edge and found that they were out of spec. Found that the odd bank head was reading 0.1 mm of warp in the center while the even bank had 0.08mm of warpage. The vehicle needs a short block assembly.

*** 03/23/2022 06:59:32 ***
66964825582 _ F6974CD3-A534-4DFE-8A07-5BCA5E39269D.jpg added by Jacob Hamilton on 03/23/2022 06:59:32

*** 03/23/2022 06:59:33 ***
66964829171__416F6A87-318F-44A4-8D04-4C48E9CAB334.jpg added by Jacob Hamilton on 03/23/2022 06:59:33

*** 03/23/2022 11:38:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/23/2022 11:41:14 and created by Greg Phillips ***

1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Please refer to service info and TSB ENG083

*** 03/23/2022 11:41:45 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/23/2022 11:41:46 ***
PWA has been authorized by Greg Phillips

*** 03/23/2022 11:41:46 ***
Case closed by Greg Phillips with Resolution Code : Faulty Component
[Resolution Summary]
Engine authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO S V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74232

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,629

Prod Date: 04/02/2019 **Warranty Start Date:** 08/08/2019

Dealer/Contact Data:

Dealer: NC043 Carolina Kia of High Point

Phone: 3368847000 **FAX:** 3368847070

Contact: NICHOLAS SHEETS **Contact Title:** Shop Foreman **Service District:** SO08

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Exhaust Manifold

Resolution: Warranty Exclusion-Auto

Case History

*** 03/24/2022 07:58:35 ***
Contact = NICHOLAS SHEETS, Priority = Standard, Sub Status = Dispatched

*** 03/24/2022 07:58:35 ***
Web - Problem Description created on 03/24/2022 07:58:35 and created by NICHOLAS SHEETS
vehicle over heating intermittently

*** 03/24/2022 07:58:36 ***
Web - Diagnostics created on 03/24/2022 07:58:36 and created by NICHOLAS SHEETS
code search did not find any codes. topped off coolant. about a gallon low. checked for leaks with pressure tester and found that sys leaks down when hot. but not when cold. has a biuld up of coolant below exhaust manifold gasket on bank 2. looks like its coming from inside the exhaust port. used boroscope to inspect cylinders and did not see any signs of coolant in cylinder or on spark plugs.

*** 03/24/2022 08:22:47 ***
1648135314951720017787278118076.jpg added by NICHOLAS SHEETS on 03/24/2022 08:22:46

*** 03/24/2022 14:56:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/24/2022 14:58:29 and created by Frank Lusic ***
1: Hello Nicholas

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 14717183 on 03/25/2022 01:08:51 (PST)

*** 03/25/2022 14:29:16 ***
Web - Note created on 03/25/2022 14:29:16 and created by NICHOLAS SHEETS
so the headbolts came out. two have threads coming out on them. tried starting all back and the go back in hard. i would bet they will pull threads or ring off.

*** Web - Advice created on 03/25/2022 14:38:23 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/25/2022 14:38:46 ***
PWA Case 14718611 created by Frank Lusic

*** 03/25/2022 14:38:48 ***
I have generated and approved a PWA case for you.

*** 04/27/2022 13:28:07 ***
Case Number: XXXXXXXX Reopen Requested by NICHOLAS SHEETS.
Reason: [Sent the cylinder heads to the machine shop to be checked and they have found there warped and need to be resurfaced. the amount that needs to be taken off will exceed spec by 2 to 3 thousands.]

*** 04/27/2022 14:33:14 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/27/2022 14:33:57 and created by Frank Lusic ***
1: the cylinder heads will need to be replaced

*** Case has been auto closed by the system on 05/13/2022 01:12:27 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,566

Prod Date: 03/26/2014 **Warranty Start Date:** 05/03/2014

Dealer/Contact Data:

Dealer: AZ049 Earnhardt Peoria Kia

Phone: 6239336900 **FAX:** 6238764450

Contact: Bryan Caldwell **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Head Gasket Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/25/2022 08:08:53 ***
Contact = Bryan Caldwell, Priority = Standard, Sub Status = Dispatched

*** 03/25/2022 08:08:53 ***
Engine Diagnosis updated on 3/25/2022 8:8:53 and updated by Siebel eSupport

*** 03/25/2022 08:08:53 ***
Web - Problem Description created on 03/25/2022 08:06:30 and created by Bryan Caldwell
CUSTOMER STATES THE ENGINE IS LEAKING

*** 03/25/2022 08:08:54 ***
Web - Diagnostics created on 03/25/2022 08:06:30 and created by Bryan Caldwell
PRESSURE TESTED COOLANT SYSTEM FOUND ENGINE FROM CYLINDER HEAD. BANK 1. REMOVED VALVE COVER GASKET FOUND HEAD BOLTS STRIPPED OUT CYLINDER BLOCK

*** 03/25/2022 10:12:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/25/2022 10:13:34 and created by Jeffrey Minderhoud ***
1: Please attach pictures or videos of what you have found, thank you.

*** 03/25/2022 12:39:50 ***
Web - Note created on 03/25/2022 12:39:50 and created by Bryan Caldwell
ADDED PICTURE AND VIDEO

*** 03/25/2022 12:39:51 ***
t4431.jpg added by Bryan Caldwell on 03/25/2022 12:39:51

*** 03/25/2022 12:40:09 ***
t4431.mp4 added by Bryan Caldwell on 03/25/2022 12:39:51

*** Web - Advice created on 03/25/2022 14:23:32 and created by Jeffrey Minderhoud ***
1: Reviewing attachments, thank you.

*** Web - Advice created on 03/25/2022 14:31:03 and created by Jeffrey Minderhoud ***
1: Thank you, I can see the headgasket was leaking and the Head bolt is stripped.
2: Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

We will need to measure the cylinder heads and the block for warpage and see if they are within specs.
If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** Web - Advice created on 03/25/2022 14:33:10 and created by Jeffrey Minderhoud ***
1: I can see there is no sludge in the valve train to indicate a lack of maintenance. Thank you.

*** 03/25/2022 14:33:50 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/25/2022 14:33:51 ***
PWA has been authorized by Jeffrey Minderhoud

*** 03/25/2022 14:33:51 ***
Case closed by Jeffrey Minderhoud with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,006

Prod Date: 04/17/2014 **Warranty Start Date:** 05/16/2014

Dealer/Contact Data:

Dealer: OK031 Boomer Kia

Phone: 4058988800 **FAX:** 8885175472

Contact: Jeremy Inselman **Contact Title:** Shop Foreman **Service District:** SW02

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/25/2022 12:14:07 ***
Contact = Jeremy Inselman, Priority = Standard, Sub Status = Dispatched

*** 03/25/2022 12:14:07 ***
Web - Problem Description created on 03/25/2022 12:14:07 and created by Jeremy Inselman
PREVIOUS TECHLINE CASE #14601802. VEHICLE WAS TOWED FROM ANOTHER DEALER TO US. CAN WE ORDER ENGINE BASED ON PREVIOUS PA OR WILL WE NEED DIAGNOSIS AND PWA FROM US?

*** 03/25/2022 12:14:08 ***
Web - Diagnostics created on 03/25/2022 12:14:07 and created by Jeremy Inselman
NONE PERFORMED YET

*** 03/26/2022 08:56:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Phone - Advice created on 03/26/2022 09:00:30 and created by Eddie Milton ***
1: I called Jeremy to the provided number but there was no answer. I left a voicemail. I advised Jeremy that unfortunately we will not be able to approve the PWA based on all the information from the old TL case from a different dealer. We would need all the information transferred to this case. While reviewing the previous TL case, it look like the tech found that the head bolts were stripped. I advised to attach a photo showing that the head bolts will not torque. You can also remove the bolts and show that the threads pulled and are stuck on the bolt.

*** 03/30/2022 11:57:10 ***
Web - Note created on 03/30/2022 11:57:10 and created by Jeremy Inselman
ATTACHED PREVIOUS PWA PICTURES BELOW SHOWING THREAD MATERIAL FROM BLOCK IN ON HEAD BOLT

*** 03/30/2022 11:57:12 ***
73936 HEAD BOLT HOLE.jpg added by Jeremy Inselman on 03/30/2022 11:57:11

*** 03/30/2022 11:57:13 ***

73936 HEAD BOLT.jpg added by Jeremy Inselman on 03/30/2022 11:57:12

*** 03/30/2022 11:57:16 ***
73936 VALVE COVER.jpg added by Jeremy Inselman on 03/30/2022 11:57:15

*** Web - Advice created on 03/30/2022 12:02:36 and created by Eddie Milton ***
1: I have generated and approved a PWA case for you.

*** 03/30/2022 12:02:52 ***
PWA Case created for RA Case 14718284 by Eddie Milton

*** 03/30/2022 12:02:52 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,422

Prod Date: 10/07/2014 **Warranty Start Date:** 04/04/2015

Dealer/Contact Data:

Dealer: NC043 Carolina Kia of High Point

Phone: 3368847000 **FAX:** 3368847070

Contact: Jamian White **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Engine - Seed Unit Concern # oil leak

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 03/31/2022 08:24:16 ***
Contact = Jamian White, Priority = Standard, Sub Status = Dispatched

*** 03/31/2022 08:24:16 ***
Web - Problem Description created on 03/31/2022 08:24:16 and created by Jamian White
came in a while back because the head bolts would not tighten so had techline order a long block for a v6 came in put the engine put the engine in the car left for about 2 weeks came back and they said they have a puddle of oil in their driveway so being that this is a long block didnt mess with no oil cap or drain plug all i had to do was put oil in it raise the car up and saw it was leaking oil where the transmission and the engine block meets like by the flywheel go the guys in the shop and said check the oil pressure switch down in the valley check that and it was dry the only thing i can thing of is the rear main seal but i couldnt mess with that because i bolt the flywheel right in front of it so please teel me what to do i will provide a picture soon

*** 03/31/2022 08:24:17 ***
Web - Diagnostics created on 03/31/2022 08:24:17 and created by Jamian White
the only thing ive done so far was check to see if the oil pressure swtich was leaking in the valley

*** 03/31/2022 12:20:26 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/31/2022 12:21:36 and created by Greg Phillips ***
1: You've made sure there is no oil in the upper valley at all? The filter cap and the canister are two more possibilities up there. I would get in there with a borescope before going much further. Because the next step is going to have to be to access and inspect the back of the engine.

*** 03/31/2022 13:06:23 ***
Web - Note created on 03/31/2022 13:06:23 and created by Jamian White
yes i took the intake off and lower intake off and inspected the valley it was dry no leak or oil inside the valley i did also go in there with the borescope and look it was dry so that leads me to think that is coming from the rear main seal

*** Web - Advice created on 03/31/2022 14:19:28 and created by Greg Phillips ***

1: Possibly. Or a crack, or a porous block, or an issue with the pcv system causing a leak at the rear oil gallery cover plate. It's going to have to be inspected.

*** 04/04/2022 04:58:28 ***
Web - Note created on 04/04/2022 04:58:27 and created by Jamian White
so do you want me to take it back out and check the rear main seal

*** Web - Advice created on 04/04/2022 08:41:52 and created by Greg Phillips ***
1: We have to determine what the leak source is and if it's something we can fix easily, or if the engine needs to be replaced again. I would separate the trans and inspect the engine in the car. But I do understand that in some cases it's easier to drop them together and then separate them. In either case, if you're already sure it's on the back of the engine, we would still have to access it to repair it. I also need a photo of the blue reman tag on this. Or if there isn't a reman tag, I need a photo of the stamped serial number.

*** 04/05/2022 05:35:17 ***
Web - Note created on 04/05/2022 05:35:16 and created by Jamian White
ok i will access the rear main seal and send a photo of the blue reman tag and send it when i find it

*** Web - Advice created on 04/05/2022 06:53:35 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** 04/05/2022 11:55:49 ***
164918480774315118562383913923 27.jpg added by Jamian White on 04/05/2022 11:55:47

*** 04/05/2022 11:55:50 ***
164918486949738898003894023 3161.jpg added by Jamian White on 04/05/2022 11:55:49

*** 04/05/2022 11:55:55 ***
164918488958815842407352118564 29.jpg added by Jamian White on 04/05/2022 11:55:53

*** Web - Advice created on 04/06/2022 09:29:58 and created by Greg Phillips ***
1: So this is coming from the oil gallery plate. Which could just be a bad gasket, or it could be a PCV issue resulting in there being and excessive amount of oil or pressure in the gallery. This came with a new PCV valve right? Did it come with a new valve cover as well? Was the old engine sludged? Please inspect and test the PCV valve. Inspect the PCV hose for kinks or blockage. And inspect the baffle for sludge or blockage. Including the hole where the hose attaches, if it's a new valve cover, for an improperly punched hole (blocked).

*** 04/07/2022 07:30:52 ***
Web - Note created on 04/07/2022 07:30:52 and created by Jamian White
yes it did come with new valve cover this was a long block v6 that i put in the only thing i change over is the lower and upper intake exhaust and the a/c compressor and alternator yes it came wit a new pcv valve

*** Web - Advice created on 04/07/2022 07:39:38 and created by Greg Phillips ***
1: Check the new pcv valve and make sure it's not stuck. Check the hose for restrictions. And check that valve covers to make sure the holes are actually correctly made and are open. If seen this once or twice on the four cylinders where the hole to the baffle in the brand new valve cover wasn't actually fully punched through and it created a restriction in the PCV system.

*** 04/08/2022 06:21:56 ***
Web - Note created on 04/08/2022 06:21:56 and created by Jamian White
ok took the back valve cover off and check the PCV valve and the hose is clear and allowing air to go thro also check the valve cover and air was able to go through the valve cover as well where the PCV valve connect too

*** Web - Advice created on 04/08/2022 09:52:23 and created by Greg Phillips ***
1: Let's remove that back cover plate and see if there is an excessive amount of oil in it, or if maybe the gasket is just missing or damaged. Or the plate itself is damaged. A little bit of oil in there is normal. The plate and gasket should be enough to prevent leakage. But if there is a lot, there is an issue with the engine and it will overwhelm the gasket fairly easily. So if there is only a little, then it may just be a bad gasket or a plate that got damaged when they built it.

*** 04/08/2022 11:12:09 ***

Web - Note created on 04/08/2022 11:12:09 and created by Jamian White
yes I remove the cover plate and there was a lot of oil that came out of the back cover plate and yes the gasket is there behind the cover plate. Can i have additional time for this car for having to break this car back down again?

*** Web - Advice created on 04/08/2022 13:18:31 and created by Greg Phillips ***
1: If the PCV system is good, and there is excessive oil in that gallery, it will need another engine. As for the extra time, Techline can't authorize that, you would need to talk to your Warranty Admin about how to do that.

*** 04/08/2022 13:20:51 ***
PWA Case 14745221 created by Greg Phillips

*** 04/08/2022 13:20:58 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,067

Prod Date: 02/20/2013 **Warranty Start Date:** 04/29/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Martin Kaelberer **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/26/2022 10:47:28 ***
Contact = Martin Kaelberer, Priority = Standard, Sub Status = Dispatched

*** 03/26/2022 10:47:28 ***
Web - Problem Description created on 03/26/2022 10:47:28 and created by Martin Kaelberer
customer states the engine was making a rattling / knocking noise car started to smoke and stalled out.

*** 03/26/2022 10:47:29 ***
Web - Diagnostics created on 03/26/2022 10:47:29 and created by Martin Kaelberer
scan for codes found code p0116 engine coolant temp circuit range performance. Check found no coolant in radiator ..fill coolant and crank the engine found water shooting out of radiator ..will attach a video

*** 03/26/2022 10:47:53 ***
20220326_103248.mp4 added by Martin Kaelberer on 03/26/2022 10:47:29

*** 03/28/2022 05:36:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/28/2022 05:41:09 and created by Tony Thomas ***
1: Use a borescope to inspect for cylinder or piston damage and get approval to remove the heads for further inspection if necessary.

*** Service Alert Escalated to CA as: 14727743 on 03/31/2022 01:08:55 (PST)

*** 04/02/2022 08:50:41 ***
20220402_084552.mp4 added by Martin Kaelberer on 04/02/2022 08:50:05

*** 04/02/2022 08:51:40 ***

Web - Note created on 04/02/2022 08:51:40 and created by Martin Kaelberer
I have send a video of the cylinder der head bolts turning

*** Web - Advice created on 04/02/2022 15:18:27 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/02/2022 15:18:42 ***
PWA Case created for RA Case 14719623 by Tony Thomas

*** 04/02/2022 15:18:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,687

Prod Date: 08/01/2013 **Warranty Start Date:** 09/03/2013

Dealer/Contact Data:

Dealer: MT009 Billion Kia of Missoula

Phone: 4065422277 **FAX:** 8888116941

Contact: Ryan Gordon **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 04/05/2022 14:44:32 ***
Contact = Ryan Gordon, Priority = Standard, Sub Status = Dispatched

*** 04/05/2022 14:44:33 ***
Web - Problem Description created on 04/05/2022 14:44:33 and created by Ryan Gordon
customer states that another shop told them there was a leak from head gasket, timing cover and rear main.

*** 04/05/2022 14:44:33 ***
Web - Diagnostics created on 04/05/2022 14:44:33 and created by Ryan Gordon
verified complaint fount there to be a leak from the rear head gasket. found timing cover to have leak and oil pressure sending unit is leaking not the rear main.

*** 04/06/2022 09:06:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/06/2022 09:09:00 and created by Jerry Gossling ***
1: Ryan,
Provide a clear picture of the leaking head gasket for review.

Next please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** Case has been auto closed by the system on 04/22/2022 01:16:11 (PST)
*** 04/25/2022 15:09:09 ***
Case Number: XXXXXXXX Reopen Requested by Pablo
Minero. Reason: [any update on the pictures sent to you??]

*** 04/26/2022 04:13:36 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/26/2022 04:14:33 and created by Jerry Gossling ***
1: Ryan,
There's no picture attached to the case and no response on checking the head bolts as requested ?
Thank you

*** Service Alert Escalated to CA as: 14779605 on 04/27/2022 01:07:31 (PST)

*** Case has been auto closed by the system on 05/12/2022 01:11:35 (PST)
*** 05/20/2022 11:10:39 ***
Case Number: XXXXXXXX Reopen Requested by Ryan Gordon.
Reason: [customer returned with vehicle to have the pictures taken. I now have pictures of the head leaking and also the head bolts.]

*** 05/20/2022 11:43:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/20/2022 11:43:51 and created by Jerry Gossling ***
1: Ryan,
I have reopened the case so please attach the picture for review.

*** 05/20/2022 11:44:29 ***
Inspection requested by Jerry
Request Code: TL-MT009-14737507-52022
Request Details: Due to time down only. No assistance required.

*** Web - FTS Note created on 05/24/2022 08:24:01 and created by Alex Mills ***
Cancelling escalation due to no assistance needed.

*** Web - Advice created on 05/25/2022 08:18:30 and created by Jerry Gossling ***
<For Internal Use Only
Thanks Alex.>

*** 05/31/2022 07:56:03 ***
Web - Note created on 05/31/2022 07:56:02 and created by Ryan Gordon
Here are pictures of the leaks. I'll have to get pictures of the head bolts when the customer comes back. Customer took car again because can't have car down at this time to remove head bolts

*** 05/31/2022 07:56:04 ***
1A3F2CDE-CAC9-4E4F-B251-ED6CFD365D61.jpeg added by Ryan Gordon on 05/31/2022 07:56:03

*** 05/31/2022 07:56:05 ***
D819443C-F5E9-417E-A1C6-CD99AD3B2779.jpeg added by Ryan Gordon on 05/31/2022 07:56:04

*** 05/31/2022 07:56:06 ***
BE51CE9A-5EB4-485B-B25C-1C5881A31C2C.jpeg added by Ryan Gordon on 05/31/2022 07:56:05

*** Web - Advice created on 06/01/2022 11:41:36 and created by Jerry Gossling ***
1: Ryan,
You need to provide all the requested information at one time.
It does not help to by just part of the information as I cannot make a decision or provide a recommendation until all the requested information is provided.

*** Case has been auto closed by the system on 06/17/2022 01:20:56 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,691

Prod Date: 06/26/2018 **Warranty Start Date:** 07/09/2018

Dealer/Contact Data:

Dealer: LA027 Sparks Kia

Phone: 3183221800 **FAX:** 3183256039

Contact: Maurice Jones **Contact Title:** Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine - Overheats # Warped Cylinder Heads Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/21/2022 13:45:19 ***
Contact = Maurice Jones, Priority = Standard, Sub Status = Dispatched

*** 02/21/2022 13:45:19 ***
Web - Problem Description created on 02/21/2022 13:45:19 and created by Maurice Jones
VEHICLE IS OVER HEATING

*** 02/21/2022 13:45:19 ***
Web - Diagnostics created on 02/21/2022 13:45:19 and created by Maurice Jones
PERFORM BLOCK TEST AND IT FAILED

*** 02/21/2022 16:20:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/21/2022 16:21:09 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Phone - Advice created on 02/24/2022 11:37:23 and created by Eddie Milton ***
1: Maurice called in to discuss the case. Maurice just wanted to verify what I was asking. I advised to try torquing the head bolts and if any of them do not torque down and just keep spinning, then he can either attach a video showing that they will not torque down or he can pull the bolt and show the pulled threads on the head bolt. Maurice advised that he would attach his findings shortly.

*** 02/28/2022 07:57:38 ***
Web - Note created on 02/28/2022 07:57:38 and created by Maurice Jones

I DIDNT FIND NO ISSUE WITH THE TORQUING OF THE BOLTS BACK SENDING HEADS TO HEAD SHOP TO BE CHECKED

*** Web - Advice created on 02/28/2022 09:10:46 and created by Eddie Milton ***
1: Thank you for the update.

*** 03/08/2022 12:37:57 ***
Web - Note created on 03/08/2022 12:37:57 and created by Maurice Jones
HEAD SHOP CONTACTED ME AND SAID THE HEADS VALUES ARE SEALING BUT THEY HAVE .0025 WARPAGE AND I TOLD HIM DONT SHAVE THEM CAUSE I WAS TOLD IN SCHOOL WE DONT SHAVE OUR HEADS

*** Web - Advice created on 03/08/2022 12:56:06 and created by Eddie Milton ***
1: If the heads have excessive warpage, they will need to be replaced.

*** 03/09/2022 08:29:58 ***
Web - Note created on 03/09/2022 08:29:58 and created by Maurice Jones
SO REPLACE THE HEADS ONLY OR ENGINE ALSO

*** Web - Advice created on 03/09/2022 08:39:34 and created by Eddie Milton ***
1: You will have to check the block for any excessive warpage as well.

*** Phone - Advice created on 03/11/2022 06:26:29 and created by Jerry Gossling ***
1: Service manager called in to discus the case. I recommended to make sure the head bolt threads are not pulling out of the block. If no problem is found than I recommend to check the cylinder block for warpage per Eddie's request using a machinist straight edge per inspection procedure in the shop manual.

*** Case has been auto closed by the system on 03/27/2022 01:16:03 (PST)
*** 04/08/2022 13:54:32 ***
Case Number: XXXXXXXX Reopen Requested by Maurice
Jones. Reason: [found .356mm warpness on bank 2 of block]

*** 04/08/2022 14:20:04 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/08/2022 14:23:16 and created by Eddie Milton ***
1: Maurice, that is some really bad warpage. Please attach a photo showing the straight edge on the block and the feeler gauge underneath with the marked measurement facing upwards.

*** 04/11/2022 10:32:52 ***
20220411_122225[1].jpg added by Maurice Jones on 04/11/2022 10:32:51

*** 04/11/2022 10:32:53 ***
20220411_122214[1].jpg added by Maurice Jones on 04/11/2022 10:32:53

*** 04/11/2022 10:32:55 ***
20220411_122150[1].jpg added by Maurice Jones on 04/11/2022 10:32:54

*** 04/11/2022 10:33:54 ***
Web - Note created on 04/11/2022 10:33:54 and created by Maurice Jones
sent pics

*** Web - Advice created on 04/11/2022 10:38:25 and created by Eddie Milton ***
1: I have generated and approved a PWA case for you.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 04/11/2022 10:38:37 ***
PWA Case created for RA Case 14656829 by Eddie Milton

*** 04/11/2022 10:38:37 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,542

Prod Date: 04/23/2013 **Warranty Start Date:** 08/12/2013

Dealer/Contact Data:

Dealer: OH062 Coughlin Kia

Phone: 7403667979 **FAX:** 6143662150

Contact: Nicholas Mccrady **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Duplicate - WEB Case #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 04/12/2022 11:19:19 ***
Contact = Nicholas Mccrady, Priority = Standard, Sub Status = Dispatched

*** 04/12/2022 11:19:19 ***
Web - Problem Description created on 04/12/2022 11:19:19 and created by Nicholas Mccrady
customer states the engine leaks coolant.

*** 04/12/2022 11:19:19 ***
Web - Diagnostics created on 04/12/2022 11:19:19 and created by Nicholas Mccrady
requesting re open previous case for this vehicle finally got around to tearing this engine down. removed the lh rocker cove and intake camshaft. found the rear upper head bolt for the lh head has pulled from the engine block. i have attached a video.

*** 04/12/2022 11:19:27 ***
PXL_20220412_180104950.mp4 added by Nicholas Mccrady on 04/12/2022 11:19:20

*** Service Alert Escalated to CA as: 14752286 on 04/13/2022 01:06:49 (PST)

*** 04/13/2022 06:32:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** 04/13/2022 06:33:50 ***
Case closed by Frank Lusic with Resolution Code : Duplicate Web Case
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,141

Prod Date: 08/20/2018 **Warranty Start Date:** 07/20/2019

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia Huntington Beach

Phone: 7142746176 **FAX:** 7148474411

Contact: Fernando Mares **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 04/08/2022 12:25:03 ***
Contact = Fernando Mares, Priority = Standard, Sub Status = Dispatched

*** 04/08/2022 12:25:03 ***
Web - Problem Description created on 04/08/2022 12:21:30 and created by Fernando Mares
customer states vehicle leaking coolant

*** 04/08/2022 12:25:04 ***
Web - Diagnostics created on 04/08/2022 12:21:30 and created by Fernando Mares
performed visual inspection and found coolant seaping through the head (picture provided) performed pressure test and saw coolant coming from between head and exhaust. Might require new engine

*** 04/09/2022 08:20:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/09/2022 08:25:06 and created by John Nguyen ***
1: Fernando, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 04/13/2022 17:09:08 ***
Web - Note created on 04/13/2022 17:09:07 and created by Fernando Mares
After removing the bolts which found the last two by the bell housing were loose. And came out with a bit of the block

*** 04/13/2022 17:09:10 ***
image.jpg added by Fernando Mares on 04/13/2022 17:09:09

*** Service Alert Escalated to CA as: 14751594 on 04/14/2022 01:04:52 (PST)
*** Web - Advice created on 04/14/2022 07:30:55 and created by John Nguyen ***
1: Fernando, I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/14/2022 07:31:16 ***
PWA Case created for RA Case 14745043 by John Nguyen

*** 04/14/2022 07:31:16 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO S V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74432

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,550

Prod Date: 10/22/2019 **Warranty Start Date:** 07/25/2020

Dealer/Contact Data:

Dealer: MI048 Kia of Grand Rapids North

Phone: 6163231400 **FAX:** 6164471918

Contact: Dave Kasper **Contact Title:** Exclusive Kia Technician **Service District:** CE13

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: replaced bank 2 head gasket

Case History

*** 04/15/2022 13:03:44 ***
Contact = Dave Kasper, Priority = Standard, Sub Status = Dispatched

*** 04/15/2022 13:03:44 ***
Web - Problem Description created on 04/15/2022 13:03:44 and created by Dave Kasper
customer states using coolant has had to add coolant.

*** 04/15/2022 13:03:45 ***
Web - Diagnostics created on 04/15/2022 13:03:45 and created by Dave Kasper
checked vehicle cooling system and it was 1/4 gallon low. added tracer die and pressure tested looking for leaks. road tested vehicle to get motor warm and checked and found bank 2 cylinder head towards back of of motor has seepage coming from cylinder head gasket.

*** 04/16/2022 09:11:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 04/16/2022 09:13:29 and created by Juan Vazquez ***
1: Thank you for the information provided, please attach clear photos showing coolant leak/seepage

*** 04/18/2022 07:04:16 ***
1650290458148156731247217607388.jpg added by Dave Kasper on 04/18/2022 07:04:15

*** 04/18/2022 09:07:55 ***
Web - Note created on 04/18/2022 09:07:55 and created by Cory Bleeker
picture uploaded

*** Web - Advice created on 04/18/2022 18:26:40 and created by Juan Vazquez ***
1: Thank you for the information and attachment. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** 04/20/2022 08:25:46 ***
Web - Note created on 04/20/2022 08:25:46 and created by Dave Kasper
Juan, removed camshafts on bank 2 and checked head bolts all were okay none were stripped out was able to torque to 75lbs without a bolt moving.

*** Web - Advice created on 04/20/2022 21:55:09 and created by Juan Vazquez ***
1: Thank you for that update. Please continue with cylinder head gasket repairs.

PWA is not needed for cylinder head repairs.

*** 05/03/2022 14:15:01 ***
Case Closed with Resolution Code: Damaged Component
Resolution Summary: replaced bank 2 head gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,145

Prod Date: 09/18/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: IL083 Kia of Lincolnwood

Phone: 8475817500 **FAX:** 8477454257

Contact: Thomas Smith **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Smokes #

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/18/2022 06:27:40 ***
Contact = Thomas Smith, Priority = Standard, Sub Status = Dispatched

*** 04/18/2022 06:27:40 ***
Web - Problem Description created on 04/18/2022 06:27:40 and created by Thomas Smith
CUSTOMER STATES EXHAUST SMOKE IS COMING TO PASSENGER REAR CHECK AND ADVISE,

*** 04/18/2022 06:27:40 ***
Web - Diagnostics created on 04/18/2022 06:27:40 and created by Thomas Smith
Inspected vehicle found oil and coolant to be low. inspected for leaks found evidence of leaks near cylinder head area suspect gasket leak.
no history of oil consumption found

*** 04/18/2022 06:33:49 ***
Web - Note created on 04/18/2022 06:33:49 and created by Thomas Smith
Scanned for codes VDN : B28VAIL083220418003i
no active codes

*** 04/18/2022 09:30:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/18/2022 09:35:31 and created by Jerry Gossling ***
1: Thomas,
I recommend to use the KDS to actuate the cooling fan on high & low speeds to see if it function correctly.

Next,
Please access the cylinder head bolts (On the cylinder head of concern) and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** 04/18/2022 13:13:02 ***
Web - Note created on 04/18/2022 13:13:01 and created by Thomas Smith
Tested fan with KDS tablet, fan appears to be functioning.

*** 04/18/2022 13:13:04 ***
6010380-93b8ce00_480.mp4 added by Thomas Smith on 04/18/2022 13:13:02

*** Web - Advice created on 04/18/2022 14:27:05 and created by Jerry Gossling ***
1: Thomas,
Please access the cylinder head bolts (On the cylinder head of concern) and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
Of the head bolt threads. Thank you.

*** Case has been auto closed by the system on 05/04/2022 01:17:52 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,751

Prod Date: 07/17/2019 **Warranty Start Date:** 07/22/2019

Dealer/Contact Data:

Dealer: WI033 Lupient Kia Milwaukee

Phone: 4143513000 **FAX:** 4142288752

Contact: John Bentley **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Smokes # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/11/2022 11:00:38 ***
Contact = John Bentley, Priority = Standard, Sub Status = Dispatched

*** 01/11/2022 11:00:39 ***
Web - Problem Description created on 01/11/2022 10:54:07 and created by John Bentley
smokes alot white coolant

*** 01/11/2022 11:00:39 ***
Web - Diagnostics created on 01/11/2022 11:00:39 and created by Siebel eSupport
definitely a bad head gasket and or strip out bolts ,,, overheats oil and coolant mixing ,,,

*** 01/11/2022 14:47:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/11/2022 14:49:04 and created by Frank Lusic ***
1: Hello John
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Case has been auto closed by the system on 01/27/2022 01:38:02 (PST)
*** 04/19/2022 12:48:10 ***
Case Number: XXXXXXXX Reopen Requested by John Bentley.
Reason: [apon removal of the head we noticed a hairline-crack on the short block inbetweeen the cylinder that were loosing compression. I included a picture below. We also used a straight edge and a feeler guage and we notice that the head and short block are slightly warpped and we noticed pitting on the head, picture posted below. Based on what i have found i feel like i need approval for a short block and to get the head sent out.]

*** 04/19/2022 13:28:39 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/19/2022 13:29:54 and created by Frank Lusic ***
1: The case has been reopened
2: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine
Please refer to Pitstops PS539

*** 04/19/2022 13:30:13 ***
PWA Case created for RA Case 14583102 by Frank Lusic

*** 04/19/2022 13:30:13 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 116,647

Prod Date: 10/04/2013 **Warranty Start Date:** 10/26/2013

Dealer/Contact Data:

Dealer: HI001 Aloha Kia

Phone: 8084513139 **FAX:** 8088335600

Contact: Mikael Mikami **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Seed Unit Concern # 1st Overheating Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PWA Authorized

Case History

*** 03/04/2022 11:32:37 ***
Contact = Mikael Mikami, Priority = Standard, Sub Status = Dispatched

*** 03/04/2022 11:32:37 ***
Web - Problem Description created on 03/04/2022 11:32:00 and created by Mikael Mikami
VEHICLE CAME IN FOR OVERHEATING CONCERN.

*** 03/04/2022 11:32:37 ***
Web - Diagnostics created on 03/04/2022 11:32:00 and created by Mikael Mikami
VERIFIED CUSTOMERS CONCERN AND PERFORMED A CYLINDER HEAD GASKET TEST TO MAKE SURE CYLINDER HEAD WAS NOT BLOWN. AFTER PERFORMING TEST FOUND CYLINDER HEAD GASKET NOT GOOD AND BLOCK TEST FLUID TURNED YELLOW IN SECONDS. CUSTOMER JUST HAD VEHICLE ENGINE SHORT BLOCK REPLACED ALMOST A YEAR AGO AND UNDER 12,000 MILES. CUSTOMER DOES NOT HAVE POWERTRAIN WARRENTY BUT PAID OUT OF POCKET TO HAVE ENGINE SHORT BLOCK REPLACED LAST YEAR.

*** 03/04/2022 14:09:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/04/2022 14:11:55 and created by Eddie Milton ***
1: Mikael, can you please inspect the block for a blue reman tag or an engraved serial number if the blue tag is not there, and attach a photo to the case?

Can you attach the RO from when the customer replaced the engine?

Other than the block test, have you done any teardown diag?

*** Service Alert Escalated to CA as: 14680382 on 03/05/2022 01:08:51 (PST)

*** 03/11/2022 17:06:24 ***
Web - Note created on 03/11/2022 17:06:24 and created by Mikael Mikami
No blue tag anywhere on engine. Attach picture of Repair Order of work done to vehicle.

*** 03/11/2022 17:06:25 ***
164704698528914537435 10.jpg added by Mikael Mikami on 03/11/2022 17:06:25

*** 03/11/2022 17:06:27 ***
164704704805313460171 56.jpg added by Mikael Mikami on 03/11/2022 17:06:26

*** Web - Advice created on 03/11/2022 17:26:21 and created by Eddie Milton ***
1: If there is no reman tag, please attach a photo of the engraved serial number on the block.

*** 03/11/2022 17:38:21 ***
Web - Note created on 03/11/2022 17:38:20 and created by Mikael Mikami
Attach picture of serial number.

*** 03/11/2022 17:38:22 ***
164704897766218254285 03.jpg added by Mikael Mikami on 03/11/2022 17:38:22

*** Web - Advice created on 03/11/2022 17:58:45 and created by Eddie Milton ***
1: Thank you. Based on all the information, the heads will need to be removed. Please inspect the head gaskets, heads and block for warpage, and all bolts.

*** 03/23/2022 13:54:27 ***
Web - Note created on 03/23/2022 13:54:27 and created by Mikael Mikami
STILL WORKING ON THIS VEHICLE.

*** Web - Advice created on 03/23/2022 14:09:25 and created by Eddie Milton ***
1: No problem. Thanks for keeping me updated.

*** 03/28/2022 19:37:53 ***
Web - Note created on 03/28/2022 19:37:52 and created by Mikael Mikami
TOOK ENGINE APART AND FOUND CYLINDER #5 GASKET COOLANT PASSBY, GASKET O-RING AREA ON CYLINDER #5 IS OBVIOUS LEAKING. CHECKED HEAD AND NO WARPAGE AND BLOCK HAS NO WARPAGE. WOULD WANT TO SENT TO HEAD SHOP TO DOUBLE CHECK, DUE TO OVERHEATING. ATTACH PICTURE OF CYLINDER'S.

*** 03/28/2022 19:42:40 ***
164852156114373428058 3.jpg added by Mikael Mikami on 03/28/2022 19:42:40

*** 03/28/2022 19:42:41 ***
164852158542085838203 2.jpg added by Mikael Mikami on 03/28/2022 19:42:41

*** Web - Advice created on 03/29/2022 07:53:32 and created by Eddie Milton ***
1: Thank you for the information. I have forwarded the case to the service engineer for review. This could take a day or 2 since they are very backed up. I will let you know what he recommends.

*** 03/29/2022 07:56:01 ***
PQ Escalation requested by Eddie Milton
Request Code: SU-HI001-14679321-32922
Request Details: Seed engine S/N - G6DHGS517348
Overheating
Failed block test
Found failed head gasket

*** Web - Advice created on 03/29/2022 08:13:20 and created by Eddie Milton ***
1: Mikael, please replace the head gaskets and send the heads to be inspected. Replace if needed.

*** 04/12/2022 15:17:26 ***
Web - Note created on 04/12/2022 15:17:26 and created by Mikael Mikami

STILL WAITING ON HEADS TO COME BACK FROM OUT SOURCE SHOP.

*** Web - Advice created on 04/12/2022 15:34:34 and created by Eddie Milton ***
1: Thanks for the update.

*** 04/21/2022 19:01:05 ***
Web - Note created on 04/21/2022 19:01:04 and created by Mikael Mikami
CYLINDER HEADS CAME BACK. UPON INSTALLATION 3 CYLINDER HEAD BOLTS PULLED BLOCK THREAD. NEED TO REPLACE SHORT BLOCK.

*** Web - Advice created on 04/22/2022 07:19:37 and created by Eddie Milton ***
1: Please attach a video showing the pulled threads.

*** 04/22/2022 12:34:58 ***
Web - Note created on 04/22/2022 12:34:58 and created by Mikael Mikami
Attach video of torque at 34 ft ilbs and picture of bolt with threads on it.

*** 04/22/2022 12:35:16 ***
20220422_090708.mp4 added by Mikael Mikami on 04/22/2022 12:34:58

*** 04/22/2022 12:35:17 ***
1650655999654121437270 2.jpg added by Mikael Mikami on 04/22/2022 12:35:16

*** Web - Advice created on 04/22/2022 14:39:00 and created by Eddie Milton ***
1: Thank you for the video. I have generated and approved a PWA case for you.

*** 04/22/2022 14:39:24 ***
PWA Case created for RA Case 14679321 by Eddie Milton

*** 04/22/2022 14:39:24 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,109

Prod Date: 08/07/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: PA106 Raceway Kia of Conshohocken

Phone: 6102793020 **FAX:** 6102799663

Contact: Radoslaw Wojtowicz **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/28/2022 10:47:32 ***
Engine Diagnosis updated on 4/28/2022 10:47:32 and updated by Siebel eSupport

*** 04/28/2022 10:49:31 ***
Contact = Radoslaw Wojtowicz, Priority = Standard, Sub Status = Dispatched

*** 04/28/2022 10:49:31 ***
Web - Problem Description created on 04/28/2022 10:47:32 and created by Radoslaw Wojtowicz
engine overheating coolant low,

*** 04/28/2022 10:49:31 ***
Web - Diagnostics created on 04/28/2022 10:47:32 and created by Radoslaw Wojtowicz
verified engine overheating, coolant low, found external head gasket leaking from front cylinder head. (bank 2) attempted to check head bolt torque found pulled threads from engine block

*** 04/29/2022 10:20:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 04/29/2022 10:25:09 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under

normal warranty procedures.

*** 04/29/2022 10:25:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/29/2022 10:25:54 ***
PWA has been authorized by Eric Patterson

*** 04/29/2022 10:25:54 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,720

Prod Date: 02/03/2014 **Warranty Start Date:** 03/20/2014

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Filleti **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine Mechanical #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution: Warranty Exclusion-Auto

Case History

*** 05/02/2022 08:57:10 ***
Contact = Michael Filleti, Priority = Standard, Sub Status = Dispatched

*** 05/02/2022 08:57:10 ***
Web - Problem Description created on 05/02/2022 08:48:51 and created by Michael Filleti
c/s engine consuming oil.

*** 05/02/2022 08:57:10 ***
Web - Diagnostics created on 05/02/2022 08:48:51 and created by Michael Filleti
oil level found to be 1.1 quart low since last oil change at this dealership on 2-11-22 @92647 miles. inspection found left and right banks head gasket externally leaking oil. timing cover and oil pan leaking as well. no leak from OPS. no intermix with coolant or combustion loss in to coolant system. no signs or history of overheating. no dtcs stored or pending. see attachments

*** 05/02/2022 08:57:12 ***
image2 (19).jpeg added by Michael Filleti on 05/02/2022 08:57:11

*** 05/02/2022 08:57:12 ***
image1 (26).jpeg added by Michael Filleti on 05/02/2022 08:57:12

*** 05/02/2022 08:57:13 ***
image0 (37).jpeg added by Michael Filleti on 05/02/2022 08:57:13

*** 05/03/2022 06:58:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/03/2022 07:08:52 and created by Tony Thomas ***
1: Validate proper maintenance, check for a plugged or restricted PCV system causing high crankcase pressure, and get approval to reseal the engine.

*** 05/13/2022 13:33:27 ***
IMG_4015.MOV added by Michael Filleti on 05/13/2022 13:33:21

*** 05/13/2022 13:33:51 ***
IMG_4016.MOV added by Michael Filleti on 05/13/2022 13:33:27

*** 05/13/2022 13:33:56 ***
IMG_4017.MOV added by Michael Filleti on 05/13/2022 13:33:51

*** 05/13/2022 13:35:55 ***
Web - Note created on 05/13/2022 13:35:54 and created by Michael Filleti
Check torque of rear head bolts. Found one not holding torque. Removed bolt and found thread pulled. See attachments

*** Web - Advice created on 05/13/2022 13:56:47 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 05/13/2022 13:57:02 ***
PWA Case 14813746 created by Tony Thomas

*** 05/13/2022 13:57:03 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,384

Prod Date: 04/23/2014 **Warranty Start Date:** 09/18/2014

Dealer/Contact Data:

Dealer: AZ032 Mark Kia

Phone: 4804255300 **FAX:** 4809945711

Contact: Endy Beltran **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/02/2022 16:56:10 ***
Contact = Endy Beltran, Priority = Standard, Sub Status = Dispatched

*** 05/02/2022 16:56:10 ***
Engine Diagnosis updated on 5/2/2022 16:56:10 and updated by Siebel eSupport

*** 05/02/2022 16:56:11 ***
Web - Problem Description created on 05/02/2022 16:54:34 and created by Endy Beltran
vehicle was over heating. bad head gasket. during head removal found head bolt to have pulled out threads from block.

*** 05/02/2022 16:56:11 ***
Web - Diagnostics created on 05/02/2022 16:54:34 and created by Endy Beltran
picture of head threads and bolts attached.

*** 05/03/2022 10:36:43 ***
20220502_161141.jpg added by Endy Beltran on 05/03/2022 10:36:42

*** 05/03/2022 10:36:45 ***
20220502_161212.jpg added by Endy Beltran on 05/03/2022 10:36:43

*** 05/03/2022 16:16:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/03/2022 16:17:16 and created by Eddie Milton ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 05/03/2022 16:17:26 ***
PWA has been authorized by Eddie Milton

*** 05/03/2022 16:17:26 ***
Case closed by Eddie Milton with Resolution Code : Damaged Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,714

Prod Date: 02/28/2013 **Warranty Start Date:** 03/04/2014

Dealer/Contact Data:

Dealer: IL073 International Kia

Phone: 7084680000 **FAX:** 7086146243

Contact: Jamal Harper **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/17/2022 09:33:14 ***
Contact = Jamal Harper, Priority = Standard, Sub Status = Dispatched

*** 05/17/2022 09:33:14 ***
Web - Problem Description created on 05/17/2022 09:27:15 and created by Jamal Harper
vehicle is in for check engine light on , poo24 is stored . b2 cam position .

*** 05/17/2022 09:33:15 ***
Web - Diagnostics created on 05/17/2022 09:27:16 and created by Jamal Harper
inspection shows no oil in vehicle . aftermarket oil filter and oil sticker in windshield . active code for exhaust phaser bank 2 . most likely from no oil found in vehicle . front plugs have no signs of burning oil . inspection shows timing cover seepage and oil pan seepage but not enough to warrant NO OIL FOUND . also found rear head gasket leaking / seepage oil and antifreeze . i have taken some pictures with bore scope and attach to case . please advise

*** 05/17/2022 09:33:15 ***
174959-1.JPG added by Jamal Harper on 05/17/2022 09:33:15

*** 05/17/2022 09:33:16 ***
174947-1.JPG added by Jamal Harper on 05/17/2022 09:33:16

*** 05/17/2022 09:33:17 ***
175032-1.JPG added by Jamal Harper on 05/17/2022 09:33:16

*** 05/18/2022 06:35:26 ***
Web - Note created on 05/18/2022 06:35:26 and created by Jamal Harper
please advise

*** 05/18/2022 11:03:55 ***
Web - Note created on 05/18/2022 11:03:55 and created by Jamal Harper
PLEASE ADVISE

*** 05/18/2022 12:41:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 05/18/2022 12:47:00 and created by Jay Jurado ***
1: Does the customer have the receipt from their last oil change? Please attach a photo of all of the spark plugs and provide dry/wet compression readings for review.

*** 05/19/2022 07:01:08 ***
Web - Note created on 05/19/2022 07:01:08 and created by Jamal Harper
Compression test will follow shortly

*** 05/19/2022 07:01:10 ***
165296851805253178076810460255 68.jpg added by Jamal Harper on 05/19/2022 07:01:09

*** 05/19/2022 07:01:11 ***
165296855693290251348324089938 02.jpg added by Jamal Harper on 05/19/2022 07:01:10

*** 05/19/2022 07:01:12 ***
165296859119538477520896956592 66.jpg added by Jamal Harper on 05/19/2022 07:01:11

*** 05/19/2022 07:01:13 ***
165296864127692838821656913850 0.jpg added by Jamal Harper on 05/19/2022 07:01:12

*** 05/19/2022 07:25:30 ***
20220519_092253.mp4 added by Jamal Harper on 05/19/2022 07:25:22

*** 05/19/2022 07:40:16 ***
Web - Note created on 05/19/2022 07:40:16 and created by Jamal Harper
Readings have been submitted

*** 05/19/2022 07:40:18 ***
165297115671626318019142007534 84.jpg added by Jamal Harper on 05/19/2022 07:40:17

*** 05/19/2022 13:25:24 ***
Web - Note created on 05/19/2022 13:25:24 and created by Jamal Harper
PLEASE ADVISE

*** 05/19/2022 14:40:59 ***
Web - Note created on 05/19/2022 14:40:58 and created by Jamal Harper
PLEASE ADVISE

*** 05/20/2022 06:34:01 ***
Web - Note created on 05/20/2022 06:34:01 and created by Jamal Harper
please advise

*** 05/20/2022 11:26:30 ***
Web - Note created on 05/20/2022 11:26:30 and created by Jamal Harper
PLEASE ADVISE

*** 05/23/2022 06:29:44 ***
Web - Note created on 05/23/2022 06:29:44 and created by Jamal Harper
please advise

*** Web - Advice created on 05/23/2022 10:44:06 and created by Jay Jurado ***
1: Please attach a video of the VIN and then panning over to the valvetrain for further review.

**FYI, every time you enter a note, it moves your case back to the end of the list.

*** 05/23/2022 12:32:58 ***
Web - Note created on 05/23/2022 12:32:57 and created by Jamal Harper
DO YOU WANT BOTH VALVE COVERS PULLED OR WILL THE FRONT (B2) SURFICE ? AND THANK YOU FOR THE INFORMATION , NOTED !

*** 05/23/2022 14:29:54 ***
20220523_162748.mp4 added by Jamal Harper on 05/23/2022 14:29:44

*** 05/23/2022 14:31:15 ***
Web - Note created on 05/23/2022 14:31:15 and created by Jamal Harper
Video has been submitted of bank 2 valve train

*** 05/24/2022 11:51:03 ***
Web - Note created on 05/24/2022 11:51:03 and created by Jamal Harper
JFYI CUSTOMER IS IN A RENTAL PENDING THE OUT COME OF THIS CASE AND BY YOU NOT RESPONDING TO CASE IN A REASONABLE AMOUNT OF TIME PROMPS ME TO UPDATE THE CASE REGUARDLESS IF IT PUTS ME BACK TO HE END OF LINE AS YOU STATED . CUSTOMER IS GROWING IMPATIENT , SO IF YOU CAN PLEASE UPDATE CASE WITH ADVISMENT , THANK YOU!

*** Web - Advice created on 05/24/2022 13:34:10 and created by Jay Jurado ***
1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 05/24/2022 13:34:43 ***
PWA Case created for RA Case 14818921 by Jay Jurado

*** 05/24/2022 13:34:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,043

Prod Date: 04/03/2013 **Warranty Start Date:** 08/09/2013

Dealer/Contact Data:

Dealer: IL073 International Kia

Phone: 7084680000 **FAX:** 7086146243

Contact: Alec Martisauski **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 05/31/2022 08:30:08 ***
Contact = Alec Martisauski, Priority = Standard, Sub Status = Dispatched

*** 05/31/2022 08:30:08 ***
Web - Problem Description created on 05/31/2022 08:30:08 and created by Alec Martisauski
Customer states vehicle is running rough.

*** 05/31/2022 08:30:08 ***
Web - Diagnostics created on 05/31/2022 08:30:08 and created by Alec Martisauski
Verified customers concern. Vehicle has multiple misfires in every cylinder, also noticed vehicle is overheating. Performed coolant pressure test. Found headgasket leaking excessively, leaking coolant into cylinders causing misfires. Video attached of leakage.

*** 05/31/2022 08:33:03 ***
IMG_3799.MOV added by Alec Martisauski on 05/31/2022 08:32:44

*** 05/31/2022 08:41:51 ***
C6ECF79F-A2A7-4E04-B245-BA11A9FAEDA1.jpeg added by Alec Martisauski on 05/31/2022 08:41:50

*** 05/31/2022 08:41:52 ***
B439DFF6-C0DA-4896-8F5C-F99C4D72A950.jpeg added by Alec Martisauski on 05/31/2022 08:41:51

*** 05/31/2022 08:41:53 ***
BCEDCB08-6C5C-4A12-9DFF-3D67529C14B2.jpeg added by Alec Martisauski on 05/31/2022 08:41:52

*** 06/01/2022 13:12:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/01/2022 13:14:58 and created by Frank Lusic ***
1: Hello Alec

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/03/2022 08:45:48 ***
Web - Note created on 06/03/2022 08:45:47 and created by Alec Martisauski
Removed cams from front bank. Found several head bolts spinning in place. Video attached. Unable to remove head to check for warpage

*** 06/03/2022 08:46:22 ***
IMG_3832.MOV added by Alec Martisauski on 06/03/2022 08:45:48

*** Web - Advice created on 06/03/2022 09:08:40 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/03/2022 09:09:10 ***
PWA Case created for RA Case 14843258 by Frank Lusic

*** 06/03/2022 09:09:10 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,353

Prod Date: 07/15/2013 **Warranty Start Date:** 08/19/2013

Dealer/Contact Data:

Dealer: FL109 Deland Kia

Phone: 3867347800 **FAX:** 3867340618

Contact: Christopher Carothers **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - Overheats #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: TECH ORDERED LONG

Case History

*** 06/06/2022 05:36:01 ***
Contact = Christopher Carothers, Priority = Standard, Sub Status = Dispatched

*** 06/06/2022 05:36:01 ***
Web - Problem Description created on 06/06/2022 05:36:01 and created by Christopher Carothers
CUSTOMER STATES COOLOING FAN SOUNDS VERY LOUAD AND IS SPINNINING FASTER THAN NORMAL

*** 06/06/2022 05:36:02 ***
Web - Diagnostics created on 06/06/2022 05:36:02 and created by Christopher Carothers
CHECKED AND CONFIRMED NOISE OF COOLING FAN FOUND THAT COOLANT IS LOW RAISED VEHICLE TO INSPECT FOR COOLANT LEAKS FOUND THAT CYLINDER HEAD ON REAR BANK IS SEPERATING PFF THE BLOCK AND LEAKING COOLANT FROM HEADGASKET AREA OF ENGINE

*** 06/06/2022 05:39:37 ***
84D56244-4D4D-41D9-A705-93B1C859F764.jpeg added by Christopher Carothers on 06/06/2022 05:39:36

*** 06/06/2022 05:39:39 ***
564B7543-4B6F-450A-95A0-886EB31069CA.jpeg added by Christopher Carothers on 06/06/2022 05:39:38

*** 06/06/2022 05:39:40 ***
CAF17346-C494-4545-98AF-46FDF51CBFA1.jpeg added by Christopher Carothers on 06/06/2022 05:39:39

*** 06/07/2022 13:04:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/07/2022 13:08:30 and created by Jerry Gossling ***
1: Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture of the head bolt threads.
Thank you.

*** Case has been auto closed by the system on 06/23/2022 01:14:50 (PST)
*** 06/23/2022 12:18:39 ***
Case Number: XXXXXXXX Reopen Requested by Christopher Carothers.
Reason: [tore down cylinder head and none of the bolts on back head will tighten to 50 ft lbs extracted one bolt found pieces of thread from block on head bolts]

*** 06/23/2022 12:22:38 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/23/2022 12:25:10 and created by Jerry Gossling ***
1: Christopher,
Based off your provided information, I recommend to replace the engine.

Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you

Note, your dealer is DSA " Dealer Self Authorizing " So your dealer does not require a PWA case. The only person who has to authorize this repair is your service manager.

*** 06/23/2022 12:55:24 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: TECH ORDERED LONG BLOCK ASSY

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,826

Prod Date: 08/06/2019 **Warranty Start Date:** 09/16/2019

Dealer/Contact Data:

Dealer: GA070 Mike Murphy Kia of Brunswick

Phone: 9123424190 **FAX:** 9123424194

Contact: LARRY THOMPSON **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/06/2022 11:49:38 ***
Engine Diagnosis updated on 6/6/2022 11:49:38 and updated by Siebel eSupport

*** 06/06/2022 13:11:35 ***
Contact = LARRY THOMPSON, Priority = Standard, Sub Status = Dispatched

*** 06/06/2022 13:11:35 ***
Web - Problem Description created on 06/06/2022 11:49:38 and created by LARRY THOMPSON
Customer states vehicle is overheating

*** 06/06/2022 13:11:36 ***
Web - Diagnostics created on 06/06/2022 11:49:38 and created by LARRY THOMPSON
Originally sent PWA to DPSM for disassembly and inspection of cylinder heads due to exhaust gas in coolant. Had misfire codes p0303, p0305 and coolant bottle and radiator were empty. Upon disassembly, bank 2 has 2 bolts that have pulled the threads out of the block due to overheating and the engine needs to be replaced

*** 06/08/2022 09:24:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/08/2022 09:26:04 and created by Jeffrey Minderhoud ***
1: Please add a video of the head bolts spinning or the stripped threads on the bolts, Make sure to get the vin on the vehicle in the video and get a good shot of the valve train condition to show if there is any sludge build up. Attach video to the case for review. Thank you.

*** 06/08/2022 10:05:23 ***
20220608_125844.mp4 added by LARRY THOMPSON on 06/08/2022 10:04:52

*** 06/08/2022 10:05:43 ***
Web - Note created on 06/08/2022 10:05:43 and created by LARRY THOMPSON
Attached video

*** Web - Advice created on 06/08/2022 11:48:27 and created by Jeffrey Minderhoud ***
1: Reviewing attachment.

*** Web - Advice created on 06/08/2022 11:56:01 and created by Jeffrey Minderhoud ***
1: Thank you.
2: Please obtain approval from the DPSM to inspect and remove the heads.

We will need to measure the cylinder heads and the block for warpage and see if they are within specs.
If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 06/08/2022 11:56:28 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/08/2022 11:56:29 ***
PWA has been authorized by Jeffrey Minderhoud

*** 06/08/2022 11:56:29 ***
Case closed by Jeffrey Minderhoud with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,218

Prod Date: 06/06/2017 **Warranty Start Date:** 10/28/2017

Dealer/Contact Data:

Dealer: GA097 Carriage Kia of Woodstock

Phone: 6787442000 **FAX:** 6787442052

Contact: John Thompson **Contact Title:** Maintenance Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/06/2022 13:51:23 ***
Contact = John Thompson, Priority = Standard, Sub Status = Dispatched

*** 06/06/2022 13:51:23 ***
Engine Diagnosis updated on 6/6/2022 13:51:23 and updated by Siebel eSupport

*** 06/06/2022 13:51:23 ***
Web - Problem Description created on 06/06/2022 13:51:23 and created by John Thompson
There was very little coolant in the radiator or over flow when vehicle arrival. Coolant was added to the system, revealing a strong jet shooting up from the radiator to make a small fountain in coolant funnel. I then tested to see is exhaust fumes were present in the coolant, with a block test .head is bad, motor needs to be replaced.

*** 06/06/2022 13:51:23 ***
Web - Diagnostics created on 06/06/2022 13:51:23 and created by John Thompson
engine needs to be replaced

*** 06/08/2022 14:43:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/08/2022 14:44:32 and created by Jeffrey Minderhoud ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.
2: Please show the valve train clearly when doing the video to show if there is any sludge buildup.

*** 06/15/2022 11:11:54 ***
20220610_152538.mp4 added by John Thompson on 06/15/2022 11:11:37

*** Web - Advice created on 06/15/2022 23:11:46 and created by Jeffrey Minderhoud ***

1: Please obtain approval from the DPSM to inspect and remove the heads.

We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 06/15/2022 23:11:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/15/2022 23:11:59 ***
PWA has been authorized by Jeffrey Minderhoud

*** 06/15/2022 23:12:00 ***
Case closed by Jeffrey Minderhoud with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,208

Prod Date: 08/13/2014 **Warranty Start Date:** 11/03/2014

Dealer/Contact Data:

Dealer: MI022 Fox Kia

Phone: 6169425000 **FAX:** 6169429858

Contact: LYLE Gross **Contact Title:** Dual Technician **Service District:** CE13

Case Details:

Case Title: Engine - Overheats # Head Gasket Case for Warranty Authorizaiton

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/07/2022 05:36:48 ***
Engine Diagnosis updated on 6/7/2022 5:36:48 and updated by Siebel eSupport

*** 06/07/2022 05:37:48 ***
Contact = LYLE Gross, Priority = Standard, Sub Status = Dispatched

*** 06/07/2022 05:37:48 ***
Web - Problem Description created on 06/07/2022 05:36:49 and created by LYLE Gross
FOUND HEAD BOLTS STRIPPED ON REAR CLYINDER HEAD AND LEAKING COOLANT EXTERNALY OUT OF BLOCK NEEDS ENGINE ALSO MISSFIRE WHEN ENGINE IS LEAKING COOLANT IN TOO
COMBUSTION CAMBER CAUSING MISSFIRE AND OVER HEATING

*** 06/07/2022 05:37:48 ***
Web - Diagnostics created on 06/07/2022 05:36:49 and created by LYLE Gross
TOOK PICTURE AND ATT TO CASE

*** 06/07/2022 05:44:29 ***
16546055442732135233 98.jpg added by LYLE Gross on 06/07/2022 05:44:29

*** 06/07/2022 05:44:30 ***
16546056529682005608461.jpg added by LYLE Gross on 06/07/2022 05:44:30

*** 06/07/2022 05:44:30 ***
16546057533821216137813.jpg added by LYLE Gross on 06/07/2022 05:44:30

*** 06/07/2022 05:44:31 ***
16546058061567178027 31.jpg added by LYLE Gross on 06/07/2022 05:44:31

*** 06/07/2022 06:06:19 ***
16546071343467156821 48.jpg added by LYLE Gross on 06/07/2022 06:06:19

*** 06/08/2022 04:43:56 ***
Web - Note created on 06/08/2022 04:43:56 and created by LYLE Gross
still waiitng for answer

*** 06/08/2022 11:16:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/08/2022 11:16:42 and created by Jeffrey Minderhoud ***
1: Reviewing case, thank you.

*** Web - Advice created on 06/08/2022 11:25:56 and created by Jeffrey Minderhoud ***
1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add a video of the head bolts spinning or a picture of the stripped block threads on the head bolts if they will not hold, then I will approve the PWA case for the short block replacement.
2: Please get a good shot of the valvetrain condition too to show if there is any sludge build up.

*** 06/14/2022 10:34:39 ***
Web - Note created on 06/14/2022 10:34:39 and created by LYLE Gross
Took video of all 3 stripped head bolts

*** 06/14/2022 10:35:09 ***
20220614_133012.mp4 added by LYLE Gross on 06/14/2022 10:34:40

*** 06/15/2022 06:59:35 ***
Web - Note created on 06/15/2022 06:59:35 and created by LYLE Gross
still waiting

*** Web - Advice created on 06/15/2022 22:20:39 and created by Jeffrey Minderhoud ***
1: Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 06/15/2022 22:25:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/15/2022 22:25:55 ***
PWA has been authorized by Jeffrey Minderhoud

*** 06/15/2022 22:25:55 ***
Case closed by Jeffrey Minderhoud with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,356

Prod Date: 07/12/2013 **Warranty Start Date:** 11/26/2013

Dealer/Contact Data:

Dealer: NY141 Matthews Kia of Clay

Phone: 3156579000 **FAX:** 3156223085

Contact: Adam Simon **Contact Title:** Service Manager **Service District:** EA11

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/05/2022 09:12:37 ***
Contact = Adam Simon, Priority = Standard, Sub Status = Dispatched

*** 04/05/2022 09:12:37 ***
Web - Problem Description created on 04/05/2022 09:12:37 and created by Adam Simon
vehicle towed to shop engine light on

*** 04/05/2022 09:12:38 ***
Web - Diagnostics created on 04/05/2022 09:12:37 and created by Adam Simon
started vehicle and coolant dumping out of the exhaust, pressure tested and coolant pouring out of back head also intermix and possible long block and cat convertors will be needed

*** 04/05/2022 15:07:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/05/2022 15:09:09 and created by John Nguyen ***
1: Adam, please create a VDN report to verify if there are any active DTC's on this vehicle.
2: Perform an engine block test as outline in KGIS under Technician Basics TB022 and report your test results.
3: IF the test fails, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Service Alert Escalated to CA as: 14738111 on 04/06/2022 01:07:42 (PST)

*** 04/06/2022 05:26:32 ***

Web - Note created on 04/06/2022 05:26:32 and created by Adam Simon
I will get the VDN, I wanted to bring up that i was just informed this vehicle was brought here from a collision shop and has a new radiator installed and that the front clip is stioll removed.
Should we attach photos or videos? we have never had this vehicle here before.

*** Web - Advice created on 04/06/2022 07:56:38 and created by John Nguyen ***
1: Adam, yes please add photos of this vehicle's front end for review.

*** Web - Advice created on 04/06/2022 08:00:07 and created by John Nguyen ***
1: Please be advised that due to this evidence this repair will have to be customer paid until we can find an issue due to manufacturer defect. Only the defective part may be covered under powertrain warranty.

*** 04/06/2022 08:05:35 ***
Web - Note created on 04/06/2022 08:05:34 and created by Adam Simon
I have attached 2 photos to case for review

*** 04/06/2022 08:05:37 ***
09849AE4-50E0-4885-9F44-72CE0922D198.jpeg added by Adam Simon on 04/06/2022 08:05:36

*** 04/06/2022 08:05:38 ***
530EF023-0604-411C-94EC-14281977FDB0.jpeg added by Adam Simon on 04/06/2022 08:05:37

*** 04/06/2022 08:07:51 ***
Web - Note created on 04/06/2022 08:07:51 and created by Adam Simon
should i proceed with inspecting the rear head bolts and such? the scan I will perform right now.

*** Web - Advice created on 04/06/2022 08:43:18 and created by John Nguyen ***
1: Adam, yes please proceed with engine diagnosis.

*** 04/08/2022 05:58:21 ***
Web - Note created on 04/08/2022 05:58:20 and created by Adam Simon
Attached photos of oil abs leaking coolant video
Oil very low and pressure test coolant pours out of the back head
Of the several I've seen the head bolts are pulled out and causing massive
Coolant leak needs reman engine

*** 04/08/2022 05:58:22 ***
image.jpg added by Adam Simon on 04/08/2022 05:58:22

*** 04/08/2022 05:58:24 ***
67111526605 _ C0E841C5-19C8-479E-92F9-F9840B51CA02.MOV added by Adam Simon on 04/08/2022 05:58:22

*** Web - Advice created on 04/08/2022 07:55:01 and created by John Nguyen ***
1: Adam, thank you for the video that you have provided. I understand this vehicle needs an engine. But for warranty purposes we need to remove the head and inspect the head bolts to document the failure was caused by the damaged threads.

*** Case has been auto closed by the system on 04/24/2022 01:14:35 (PST)
*** 06/13/2022 11:16:50 ***
Case Number: XXXXXXXX Reopen Requested by Adam Simon.
Reason: [Engine internal damage. Tear down inspection auth by customer]

*** 06/13/2022 11:21:29 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/13/2022 11:21:40 and created by John Nguyen ***
1: Adam, I have reopened this case for you.

*** 06/13/2022 12:42:55 ***
Web - Note created on 06/13/2022 12:42:54 and created by Jeffrey Petrivelli

Found head boults strip out .

*** 06/13/2022 12:43:00 ***
20220613_154033.mp4 added by Jeffrey Petrivelli on 06/13/2022 12:42:56

*** Web - Advice created on 06/13/2022 13:24:47 and created by John Nguyen ***
1: Adam, I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/13/2022 13:25:06 ***
PWA Case created for RA Case 14736465 by John Nguyen

*** 06/13/2022 13:25:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,613

Prod Date: 02/13/2014 **Warranty Start Date:** 09/07/2014

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 **FAX:** 7607463966

Contact: Cristhian Ruvalcaba **Contact Title:** Technician Trainee **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/07/2022 15:44:44 ***
Contact = Cristhian Ruvalcaba, Priority = Standard, Sub Status = Dispatched

*** 06/07/2022 15:44:44 ***
Web - Problem Description created on 06/07/2022 15:44:44 and created by Cristhian Ruvalcaba
Customers states vehicle is overheating and noticed coolant level low.

*** 06/07/2022 15:44:45 ***
Web - Diagnostics created on 06/07/2022 15:44:45 and created by Cristhian Ruvalcaba
Verified customers concern found coolant reservoir low and engine overheating. Verified coolant fan turning on. Upon further inspection found coolant leaking from rear of cylinder head. Added video of coolant leaking from head. Have done several of these engines because of the head bolts losing there tightness. Not sure if i should tear down and checking to see if the head bolts spin in place?

*** 06/07/2022 15:44:50 ***
20220607_132906.mp4 added by Cristhian Ruvalcaba on 06/07/2022 15:44:45

*** 06/10/2022 06:17:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/10/2022 06:19:41 and created by Frank Lusic ***
1: Hello Cristhian
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/17/2022 16:52:05 ***
Web - Note created on 06/17/2022 16:52:05 and created by Cristhian Ruvalcaba

Treads did pull out of block added video of stripped bolt found two back bolts lose they would just spin in place.

*** 06/17/2022 16:52:09 ***
20220617_164655.mp4 added by Cristhian Ruvalcaba on 06/17/2022 16:52:05

*** Web - Advice created on 06/20/2022 06:13:35 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/20/2022 06:13:55 ***
PWA Case created for RA Case 14858264 by Frank Lusic

*** 06/20/2022 06:13:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,609

Prod Date: 09/14/2017 **Warranty Start Date:** 11/14/2017

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248377000 **FAX:** 7248308021

Contact: Sean Pease **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: HEAD BOLTS???

Case History

*** 06/24/2022 12:11:54 ***
Contact = Sean Pease, Priority = Standard, Sub Status = Dispatched

*** 06/24/2022 12:11:55 ***
Web - Problem Description created on 06/24/2022 12:11:55 and created by Sean Pease
vehicle came in overheating, no coolant in radiator, filled coolant and pressure tested system, found coolant leak from left head. removed engine and went to remove heads to do head gasket repair, and the theads pulled out of block, when removing head bolts

*** 06/24/2022 12:11:55 ***
Web - Diagnostics created on 06/24/2022 12:11:55 and created by Sean Pease
vehicle came in overheating, no coolant in radiator, filled coolant and pressure tested system, found coolant leak from left head. removed engine and went to remove heads to do head gasket repair, and the theads pulled out of block, when removing head bolts, will need a short block

*** 06/27/2022 11:55:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/27/2022 11:56:05 and created by Eddie Milton ***
1: Sean, please either attach photos of the stripped threads on the head bolts or attach a video showing that you are unable to torque the head bolts.

*** 07/06/2022 11:00:08 ***
Web - Note created on 07/06/2022 11:00:08 and created by Sean Pease
will send you the needed info, got busy, but will send it to you

*** Web - Advice created on 07/06/2022 11:08:09 and created by Eddie Milton ***
1: No worries, just let me know.

*** Case has been auto closed by the system on 07/22/2022 01:16:02 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,297

Prod Date: 07/28/2017 **Warranty Start Date:** 11/11/2017

Dealer/Contact Data:

Dealer: NJ037 Global Kia

Phone: 9087574000 **FAX:** 9087534000

Contact: Marquis Alston **Contact Title:** Dual Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 06/14/2022 07:49:24 ***
Contact = Marquis Alston, Priority = Standard, Sub Status = Dispatched

*** 06/14/2022 07:49:24 ***
Web - Problem Description created on 06/14/2022 07:49:24 and created by Marquis Alston
c/s coolant went empty twice , no signs of leaks anywhere . previous visit we topped off coolant

*** 06/14/2022 07:49:25 ***
Web - Diagnostics created on 06/14/2022 07:49:25 and created by Marquis Alston
tech confirmed concern and found oil mixing with coolant at the radiator cap and oil in coolant reservoir . engine has failed head gasket , tech is aware that when head gaskets fail on these v6's the threads lift causing short block to be replaced .

*** Service Alert Escalated to CA as: 14872292 on 06/15/2022 01:06:24 (PST)

*** 06/16/2022 09:22:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/16/2022 09:23:30 and created by Frank Lusic ***
1: Hello Marquis
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/23/2022 12:13:05 ***
Web - Note created on 06/23/2022 12:13:05 and created by Marquis Alston
uploaded pics of shavings

*** 06/23/2022 12:13:05 ***
IMG_1162.jpg added by Marquis Alston on 06/23/2022 12:13:05

*** 06/23/2022 12:13:06 ***
IMG_1163.jpg added by Marquis Alston on 06/23/2022 12:13:05

*** Web - Advice created on 06/23/2022 12:19:46 and created by Frank Lusic ***
1: these pictures are for a Seltos not for this vehicle

*** 06/23/2022 14:30:17 ***
Web - Note created on 06/23/2022 14:30:17 and created by Marquis Alston
apologies for the upload , was helping out another tech and mixed up the cases

*** Web - Advice created on 06/23/2022 14:37:56 and created by Frank Lusic ***
1: No problem

*** 06/28/2022 08:07:42 ***
Web - Note created on 06/28/2022 08:07:42 and created by Marquis Alston
tech removed camshafts and found head bolts for rear head stripped out , not all of them just 2/8 head bolts keep spinning . cylinder heads seem to fine and within spec less than .05mm . check and advise

*** Web - Advice created on 06/28/2022 08:17:20 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 06/28/2022 08:17:37 ***
PWA Case created for RA Case 14870279 by Frank Lusic

*** 06/28/2022 08:17:37 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,043

Prod Date: 02/17/2014 **Warranty Start Date:** 12/13/2014

Dealer/Contact Data:

Dealer: VA007 Hart Kia

Phone: 5403892364 **FAX:** 5404440120

Contact: david Cagle **Contact Title:** Dual Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 06/29/2022 13:06:10 ***
Contact = david Cagle, Priority = Standard, Sub Status = Dispatched

*** 06/29/2022 13:06:10 ***
Web - Problem Description created on 06/29/2022 13:06:10 and created by david Cagle
the vehicle is running rough, overheating, and smoking

*** 06/29/2022 13:06:10 ***
Web - Diagnostics created on 06/29/2022 13:06:10 and created by david Cagle
checked vehicle for dtc's and found none then checked oil level and found it to be at proper level then removed valve cover and checked head blots and found that cylinder 2 and 4 head bolts have backed out

*** 06/29/2022 13:10:24 ***
Screenshot_20220629-151803.jpg added by david Cagle on 06/29/2022 13:10:24

*** 06/29/2022 13:10:26 ***
20220629_160035.jpg added by david Cagle on 06/29/2022 13:10:25

*** 06/29/2022 13:10:27 ***
20220629_160106.jpg added by david Cagle on 06/29/2022 13:10:26

*** 06/29/2022 13:10:28 ***
20220629_160129.jpg added by david Cagle on 06/29/2022 13:10:27

*** 06/29/2022 13:10:29 ***
20220629_160125.jpg added by david Cagle on 06/29/2022 13:10:29

*** 07/01/2022 06:49:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2022 06:50:40 and created by Frank Lusic ***
1: Hello David
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/01/2022 06:51:03 ***
PWA Case 14903423 created by Frank Lusic

*** 07/01/2022 06:51:07 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 14905234 on 07/02/2022 01:06:32 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,966

Prod Date: 04/15/2014 **Warranty Start Date:** 07/25/2014

Dealer/Contact Data:

Dealer: LA001 Kia of Baton Rouge

Phone: 2254907604 **FAX:** 2254908015

Contact: Chase Wysinger **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: V OK

Case History

*** 06/30/2022 07:08:13 ***
Engine Diagnosis updated on 6/30/2022 7:8:13 and updated by Siebel eSupport

*** 06/30/2022 07:32:19 ***
Contact = Chase Wysinger, Priority = Standard, Sub Status = Dispatched

*** 06/30/2022 07:32:19 ***
Web - Problem Description created on 06/30/2022 07:08:14 and created by Chase Wysinger
Customer states vehicle loosing coolant and smoking

*** 06/30/2022 07:32:20 ***
Web - Diagnostics created on 06/30/2022 07:08:14 and created by Chase Wysinger
Cranked vehicle and found vehicle smoking lightly out of the tail pipe, smoke smells like coolant. Inspected for any external coolant leaks, none found. Removed radiator cap and found coolant level low. Removed oil cap, found oil looks "milky". Head gasket allowing coolant to enter cylinders and crankcase.

*** 06/30/2022 07:32:21 ***
20220630_092933.jpg added by Chase Wysinger on 06/30/2022 07:32:20

*** 07/01/2022 11:20:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/01/2022 11:21:56 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 07/11/2022 10:58:18 ***
Web - Note created on 07/11/2022 10:58:18 and created by Chase Wysinger
When loosening head bolts, found several bolts more loose than others. Attempted to re-torque and found threads did not hold. Attached video of attempting to torque a couple headbolts.

*** 07/11/2022 10:58:54 ***
20220711_125214.mp4 added by Chase Wysinger on 07/11/2022 10:58:19

*** Web - Advice created on 07/11/2022 11:09:34 and created by Eddie Milton ***
1: Thank you. I really appreciate the video. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083
Please remember to follow the flowchart and update the ROM ID if needed.

*** 07/11/2022 11:09:39 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/11/2022 11:09:39 ***
PWA has been authorized by Eddie Milton

*** 07/11/2022 11:09:40 ***
Case closed by Eddie Milton with Resolution Code : Damaged Component
[Resolution Summary]
V OK

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,690

Prod Date: 03/19/2013 **Warranty Start Date:** 09/18/2013

Dealer/Contact Data:

Dealer: TX010 Joe Myers Kia

Phone: 7139377800 **FAX:** 7139379316

Contact: Jose Rubio **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution:

Case History

*** 06/29/2022 13:19:04 ***
Contact = Jose Rubio, Priority = Standard, Sub Status = Dispatched

*** 06/29/2022 13:19:04 ***
Web - Problem Description created on 06/29/2022 13:19:04 and created by Jose Rubio
VEHICLE IS OVERHEATING

*** 06/29/2022 13:19:05 ***
Web - Diagnostics created on 06/29/2022 13:19:04 and created by Jose Rubio
Engine overheated. Upon tear down of the engine, I noticed most of the head bolts in the middle came out easily, as if they were loose. Checked threads by re-installing the head bolts and they never even tightened, they just pulled the threads out with them. It seems as if the engine overheating messed up the threads. Please advise on what to do for the next step, thank you.

*** Service Alert Escalated to CA as: 14901183 on 06/30/2022 01:06:36 (PST)

*** 07/01/2022 07:05:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2022 07:07:23 and created by Frank Lusic ***
1: Hello Jose
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/01/2022 07:07:57 ***
PWA Case created for RA Case 14900322 by Frank Lusic

*** 07/01/2022 07:07:57 ***

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,522

Prod Date: 08/01/2013 **Warranty Start Date:** 09/03/2013

Dealer/Contact Data:

Dealer: MT012 Campbell Kia of Missoula

Phone: 4066253221 **FAX:** 8888116941

Contact: Ryan Gordon **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 07/01/2022 08:13:49 ***
Contact = Ryan Gordon, Priority = Standard, Sub Status = Dispatched

*** 07/01/2022 08:13:49 ***
Web - Problem Description created on 07/01/2022 08:13:49 and created by Ryan Gordon
vehicle is leaking from the back head gasket. had a case open for this but the dealership was under different owner ship that time.

*** 07/01/2022 08:13:49 ***
Web - Diagnostics created on 07/01/2022 08:13:49 and created by Ryan Gordon
Vehicle in. verified that the rear head gasket is leaking, Customer is finally able to leave vehicle here for tear down, I would assume you want pictures of the leak and also the head bolts?

*** 07/02/2022 21:47:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/02/2022 21:56:47 and created by Brian Lall ***
1: Ryan, thanks for letting me know what you found and that this case is under a new dealer code than the other case. Yes, please provide pictures or a video showing the source of the oil leaks and attach them to the case. If you are sure the head gasket is leaking check to see if any of the head bolts are loose.

If they are loose take a video showing they will not tighten up or remove them and take pictures showing the threads from the block on the head bolts. Then attach the pictures and videos to the case. Thanks.

*** 07/05/2022 09:43:09 ***
Web - Note created on 07/05/2022 09:43:09 and created by Ryan Gordon
Added pictyres

*** 07/05/2022 09:43:11 ***
E425CB13-4D04-4BEE-A0CB-20E2099E30EE.jpeg added by Ryan Gordon on 07/05/2022 09:43:10

*** 07/05/2022 09:43:11 ***
904F29DF-C9A8-4264-9A83-49103610EBBE.jpeg added by Ryan Gordon on 07/05/2022 09:43:11

*** 07/05/2022 09:43:13 ***
C4A04C1F-2AC8-4EB9-9BAD-8586ED86B951.jpeg added by Ryan Gordon on 07/05/2022 09:43:12

*** Web - Advice created on 07/06/2022 07:00:00 and created by Brian Lall ***
1: Thanks for the pictures of the leak. Please check to see if the head bolts are loose at all as previously advised. Thanks.

*** 07/14/2022 09:40:00 ***
Web - Note created on 07/14/2022 09:39:59 and created by Ryan Gordon
Added a picture of the head bolts. The rear head bolts are stripped out and have thread from the block on them

*** 07/14/2022 09:40:02 ***
1457B117-CD36-4845-A049-3C7151530168.jpeg added by Ryan Gordon on 07/14/2022 09:40:00

*** Web - Advice created on 07/18/2022 05:32:09 and created by Brian Lall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. If a long block is available, please replace the long block. If it is not available, you will need to replace the short block and other needed components. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/18/2022 05:32:38 ***
PWA Case 14931165 created by Brian Lall

*** 07/18/2022 05:32:42 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,798

Prod Date: 08/10/2013 **Warranty Start Date:** 11/01/2013

Dealer/Contact Data:

Dealer: CA314 Hayward Kia

Phone: 5109998432 **FAX:** 5102252941

Contact: Joshua Woodward **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 07/07/2022 14:17:16 ***
Contact = Joshua Woodward, Priority = Standard, Sub Status = Dispatched

*** 07/07/2022 14:17:16 ***
Web - Problem Description created on 07/07/2022 14:17:16 and created by Joshua Woodward
Customer states vehicle running hotter than normal. Shop in Santa Barbara found a coolant leak in bypass nipple and thermostat housing. Replaced thermostat housing but only temporary repair, parts unavailable at the time.

*** 07/07/2022 14:17:16 ***
Web - Diagnostics created on 07/07/2022 14:17:16 and created by Joshua Woodward
confirmed customer complaint vehicle arrived at dealer with low coolant topped off coolant pressure tested cooling system pressure holding at this time inspected for any coolant leaks found signs that head gasket is leaking from front head scanned for dtc on dtc that were found were related to airbag-clock spring also found milky residue oil oil filler cap an in filler neck will submit pic an video thank u

*** 07/07/2022 14:23:32 ***
2D6A9D56-173C-4082-AF2F-6C2BF7B71B52.jpeg added by Joshua Woodward on 07/07/2022 14:23:30

*** 07/07/2022 14:23:33 ***
3B3E5C66-6947-4EC2-8ED6-B2451F73BBE9.jpeg added by Joshua Woodward on 07/07/2022 14:23:32

*** 07/07/2022 14:23:54 ***
IMG_5051.MOV added by Joshua Woodward on 07/07/2022 14:23:33

*** 07/11/2022 06:18:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/11/2022 06:22:28 and created by Steven Okimura ***
1: Joshua, try torqueing down the head bolts near the leak, if the head bolts fail to tighten or you find head bolts with thread damage show this and the VIN in a video. Thank you

*** 07/11/2022 09:52:35 ***
Web - Note created on 07/11/2022 09:52:35 and created by Joshua Woodward
so u want me to remove the cams an remove the head bolts an try an retorque i was under the impression these head bolts are one time use

*** Web - Advice created on 07/11/2022 10:27:37 and created by Steven Okimura ***
1: Joshua, I've received videos with the cams still installed, not sure of what tool set up they used. Just try tightening them and see if they continue to rotate and never torque down.

*** 07/11/2022 14:54:28 ***
8BF6C37A-AFB5-42FB-B297-8E864A429881.jpeg added by Joshua Woodward on 07/11/2022 14:54:27

*** 07/11/2022 14:56:03 ***
Web - Note created on 07/11/2022 14:56:02 and created by Joshua Woodward
i have attached a picture off head bolt there is no way to get the socket in there with the cam on in order to check them i would have to remove timing cover chains an cams

*** Web - Advice created on 07/12/2022 05:34:48 and created by Steven Okimura ***
1: Joshua, the head will need to be removed and measured for flatness unless you find head bolt damage then it will need an engine, please inspect and report findings.

*** 07/12/2022 11:17:40 ***
Web - Note created on 07/12/2022 11:17:39 and created by Joshua Woodward
will do thank you

*** Web - Advice created on 07/12/2022 12:49:10 and created by Steven Okimura ***
1: Okay, if you find thread damage you do not have to continue with head removal, just attach a video. Thank you

*** 07/13/2022 08:21:28 ***
94DB2D35-09F2-44C6-AB72-8102B7501E72.jpeg added by Joshua Woodward on 07/13/2022 08:21:27

*** 07/13/2022 08:21:29 ***
1E9CB3D5-7F10-4EFF-B35C-81510611CB23.jpeg added by Joshua Woodward on 07/13/2022 08:21:28

*** 07/13/2022 08:23:37 ***
Web - Note created on 07/13/2022 08:23:37 and created by Joshua Woodward
had another tech remove engine an cams to gain access to the front cylinder head bolts an found the lower right corner bolt has pulled the threads out of the block pictures are attached thank u

*** Web - Advice created on 07/13/2022 10:12:28 and created by Steven Okimura ***
1: I have generated and approved a PWA case for you.

*** 07/13/2022 10:12:41 ***
PWA Case 14924065 created by Steven Okimura

*** 07/13/2022 10:12:47 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 61,374

Prod Date: 10/06/2014 **Warranty Start Date:** 01/24/2015

Dealer/Contact Data:

Dealer: MD061 King Kia of Laurel

Phone: 3016041339 **FAX:** 3016047453

Contact: Edward Welk **Contact Title:** Dual Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/12/2022 14:31:42 ***
Engine Diagnosis updated on 7/12/2022 14:31:42 and updated by Siebel eSupport

*** 07/13/2022 05:55:33 ***
Contact = Edward Welk, Priority = Standard, Sub Status = Dispatched

*** 07/13/2022 05:55:34 ***
Web - Problem Description created on 07/12/2022 14:31:42 and created by Edward Welk
Vehicle overheating

*** 07/13/2022 05:55:34 ***
Web - Diagnostics created on 07/12/2022 14:31:42 and created by Edward Welk
found coolant leaking at the head. Exhaust gases present in coolant.
Shot video of coolant residue. Checked the head bolts.
Shot video of head bolts spinning.

*** 07/13/2022 06:01:14 ***
20220712_132935.mp4 added by Edward Welk on 07/13/2022 06:00:36

*** 07/14/2022 10:32:38 ***
Web - Note created on 07/14/2022 10:32:38 and created by Edward Welk
????

*** 07/14/2022 13:40:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/14/2022 13:55:28 and created by Brian Lall ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. If a long block is available, please replace the long block. If it is not available, you will need to replace the short block and other needed components. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/14/2022 13:55:41 ***
PWA has been authorized by Brian Lall

*** 07/14/2022 13:55:42 ***
Case closed by Brian Lall with Resolution Code : Information Given
[Resolution Summary]
PWA Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 18,625

Prod Date: 09/04/2018 **Warranty Start Date:** 06/04/2019

Dealer/Contact Data:

Dealer: CO005 Phil Long Kia of Colorado Springs

Phone: 7195757500 **FAX:** 7195757686

Contact: RAUL ORTEGA **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/18/2022 09:53:00 ***
Contact = RAUL ORTEGA, Priority = Standard, Sub Status = Dispatched

*** 07/18/2022 09:53:00 ***
Engine Diagnosis updated on 7/18/2022 9:53:0 and updated by Siebel eSupport

*** 07/18/2022 09:53:01 ***
Web - Problem Description created on 07/18/2022 09:45:19 and created by RAUL ORTEGA
SMELLS COOLANT AND ADDS COOLANT.

*** 07/18/2022 09:53:01 ***
Web - Diagnostics created on 07/18/2022 09:45:19 and created by RAUL ORTEGA
COOLANT LEAKING FROM BANK #2. HOLDS COOLING PRESSURE. FAILS BLOCK TEST. LOOKS LIKE COOLANT LEAKING INTO #6 CYLINDER.

*** 07/18/2022 10:06:19 ***
20220707_191023.jpg added by RAUL ORTEGA on 07/18/2022 10:06:18

*** 07/18/2022 10:06:32 ***
20220715_113131.mp4 added by RAUL ORTEGA on 07/18/2022 10:06:19

*** 07/18/2022 10:06:58 ***
20220715_184632.mp4 added by RAUL ORTEGA on 07/18/2022 10:06:32

*** 07/18/2022 10:57:45 ***
20220715_184459.mp4 added by RAUL ORTEGA on 07/18/2022 10:57:08

*** 07/18/2022 10:58:12 ***
20220715_184740.mp4 added by RAUL ORTEGA on 07/18/2022 10:57:45

*** 07/19/2022 13:15:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/19/2022 13:19:04 and created by Jeffrey Minderhoud ***
1: Thank you, we will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. Please add VIDEO of the stripped bolts if they will not hold, show the torque wrench set to 75 ft/lbs and show the attempt to torque the head bolts. Make sure to get a good shot of the valvetrain condition as well to note any sludge that may be present, then attach to the case.

*** 07/25/2022 09:25:17 ***
Assigned to WIPBin default of Frank Lusic by Rob Levy
Reason:

*** Web - Advice created on 07/25/2022 09:25:32 and created by Rob Levy ***
1: Do you have any update on this case?

*** 08/02/2022 13:37:26 ***
Web - Note created on 08/02/2022 13:37:26 and created by RAUL ORTEGA
LEFT CYLINDER HEAD BOLTS TIGHT. SEEING COOLANT RESIDUE AT EXHAUST MANIFOLD FLANGE.

*** 08/02/2022 13:37:27 ***
20220802_094145.jpg added by RAUL ORTEGA on 08/02/2022 13:37:26

*** 08/02/2022 13:37:29 ***
20220802_094117.jpg added by RAUL ORTEGA on 08/02/2022 13:37:28

*** 08/02/2022 13:43:01 ***
20220802_144017.jpg added by RAUL ORTEGA on 08/02/2022 13:43:00

*** Web - Advice created on 08/02/2022 13:55:16 and created by Frank Lusic ***
1: This cylinder head will need to be replaced ,
remove the head check the cylinder walls for damage, attach pictures if there is

*** Service Alert Escalated to CA as: 14963323 on 08/03/2022 01:05:13 (PST)

*** Case has been auto closed by the system on 08/18/2022 01:18:55 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,509

Prod Date: 01/31/2018 **Warranty Start Date:** 04/28/2018

Dealer/Contact Data:

Dealer: WI033 Lupient Kia Milwaukee

Phone: 4143513000 **FAX:** 4142288752

Contact: Eric Stettler **Contact Title:** Exclusive Kia Technician **Service District:** CE07

Case Details:

Case Title: Engine - Overheats # Head Gasket Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 07/19/2022 07:22:37 ***
Contact = Eric Stettler, Priority = Standard, Sub Status = Dispatched

*** 07/19/2022 07:22:37 ***
Web - Problem Description created on 07/19/2022 07:22:22 and created by Eric Stettler
cust. states overheats when sitting at an idle.

*** 07/19/2022 07:22:38 ***
Web - Diagnostics created on 07/19/2022 07:22:22 and created by Eric Stettler
added 1 gal. coolant pressure test found external coolant leak from cylinder head gasket, pass. side rear head frt. of head and rear head drivers side back of head,will attach pics. i understand head gaskets, do i do a long block because of the issue with head bolts pulling threads from block?

*** 07/20/2022 22:08:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/20/2022 22:12:44 and created by Jeffrey Minderhoud ***
1: Thank you, we will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. Please add VIDEO of the stripped bolts if they will not hold, show the torque wrench set to 75 ft/lbs and show the attempt to torque the head bolts. Make sure to get a good shot of the valvetrain conditon as well to note any sludge that may be present, then attach to the case.

*** 07/21/2022 14:25:46 ***
Web - Note created on 07/21/2022 14:25:46 and created by Eric Stettler
hi jeff, was able to torque all head bolts to 75 ft/lbs, the head bolts that are on rear/rt head toward middle valley side were a little loose, got about 1/4 turn on them before 75 ft/lbs. no oil in ocv's. valvetrain is clean not sludged,will include pics to this case. taking it for granted i'm just doing head gaskets? should i ship heads out to a machiene shop? thank you

*** 07/21/2022 14:29:19 ***

20220721_162615.jpg added by Eric Stettler on 07/21/2022 14:29:18

*** 07/21/2022 14:29:20 ***
20220721_162625.jpg added by Eric Stettler on 07/21/2022 14:29:19

*** 07/21/2022 14:29:21 ***
20220721_162637.jpg added by Eric Stettler on 07/21/2022 14:29:20

*** Web - Advice created on 07/22/2022 09:32:27 and created by Jeffrey Minderhoud ***
1: Please obtain approval from the DPSM to inspect and remove the heads.

We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
2: The valvetrain looked clean with no sludge. Thank you.

*** 07/22/2022 09:33:15 ***
PWA Case created for RA Case 14934373 by Jeffrey Minderhoud

*** 07/22/2022 09:33:15 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,898

Prod Date: 08/26/2013 **Warranty Start Date:** 09/24/2013

Dealer/Contact Data:

Dealer: NY134 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: mohamed naanani **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 07/20/2022 12:36:48 ***
Contact = mohamed naanani, Priority = Standard, Sub Status = Dispatched

*** 07/20/2022 12:36:48 ***
Web - Problem Description created on 07/20/2022 12:36:48 and created by mohamed naanani
Customer state vehicle overheating

*** 07/20/2022 12:36:48 ***
Web - Diagnostics created on 07/20/2022 12:36:48 and created by mohamed naanani
Found vehicle overheating remove valve cover found head bolts tread of block I attached video and pictures please let me know thank you

*** 07/20/2022 12:36:56 ***
20220720_152235.mp4 added by mohamed naanani on 07/20/2022 12:36:48

*** 07/20/2022 12:36:58 ***
1658345515655534059773249027 1134.jpg added by mohamed naanani on 07/20/2022 12:36:56

*** Service Alert Escalated to CA as: 14938885 on 07/21/2022 01:06:23 (PST)

*** 07/22/2022 14:04:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/22/2022 14:07:41 and created by John Nguyen ***
1: Mohamen, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped

beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** Web - Advice created on 07/22/2022 14:08:46 and created by John Nguyen ***
1: Mohamed please disregard the last message.
2: I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/22/2022 14:09:11 ***
PWA Case created for RA Case 14937941 by John Nguyen

*** 07/22/2022 14:09:11 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,470

Prod Date: 10/06/2014 **Warranty Start Date:** 10/25/2014

Dealer/Contact Data:

Dealer: TX142 Casa Kia

Phone: 9158562982 **FAX:** 9158562999

Contact: Alan Pena **Contact Title:** Shop Foreman **Service District:** SW09

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Leaking from Head Gasket

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 07/22/2022 14:30:58 ***
Contact = Alan Pena, Priority = Standard, Sub Status = Dispatched

*** 07/22/2022 14:30:58 ***
Web - Problem Description created on 07/22/2022 14:30:58 and created by Alan Pena
cust states engine leaking coolant. keeps filling up reservoir.

*** 07/22/2022 14:30:58 ***
Web - Diagnostics created on 07/22/2022 14:30:58 and created by Alan Pena
found coolant and oil leak coming from rear head gasket.
picture attached.

*** 07/22/2022 14:41:38 ***
1658525940773480175103614060293 1.jpg added by Alan Pena on 07/22/2022 14:41:38

*** 07/22/2022 14:41:40 ***
1658525992393162535464067533 1985.jpg added by Alan Pena on 07/22/2022 14:41:39

*** Service Alert Escalated to CA as: 14901868 on 07/23/2022 01:04:43 (PST)
*** 07/26/2022 09:59:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/26/2022 10:04:43 and created by Brian Lall ***
1: Thanks for letting me know what you found. I was able to see the leaking from the head gasket. Please remove the valve cover and check for any loose head bolts. If there are loose head bolts that will not tighten take a video showing they will not tighten with 35ftlbs of torque or pictures showing any threads from the block that come out on the head bolts and attach them to the case. Thanks.

*** 07/29/2022 16:25:29 ***

Web - Note created on 07/29/2022 16:25:28 and created by Alan Pena
Video and picture uploaded

*** 07/29/2022 16:25:52 ***
20220729_101245.mp4 added by Alan Pena on 07/29/2022 16:25:29

*** 07/29/2022 16:25:53 ***
20220729_101545.jpg added by Alan Pena on 07/29/2022 16:25:52

*** Web - Advice created on 08/02/2022 08:15:24 and created by Brian Lall ***
1: Based on the information you have provided; my recommendation is to replace the engine following normal service procedures. If a long block is available, please replace the long block. If it is not available, you will need to replace the short block and other needed components. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I am creating and authorizing a PWA case for you.

*** 08/02/2022 08:17:06 ***
PWA Case 14961497 created by Brian Lall

*** 08/02/2022 08:17:06 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,101

Prod Date: 09/20/2013 **Warranty Start Date:** 10/15/2013

Dealer/Contact Data:

Dealer: TX079 Westside Kia

Phone: 2813923200 **FAX:** 2813923896

Contact: Sean Martin **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: Warranty Exclusion-Auto

Case History

*** 07/25/2022 11:59:03 ***
Contact = Sean Martin, Priority = Standard, Sub Status = Dispatched

*** 07/25/2022 11:59:03 ***
Web - Problem Description created on 07/25/2022 11:59:03 and created by Sean Martin
vehicle engine overheating,inspected engine cooling system,found head gasket leaking from bank one (coolant leak visible),added coolant and psi test,cooling coming from bank 1 head gasket,and also when running,bubbles and compression inside of coolant over flow reservoir assly,removed valve cover and inspected head bolt ,movement on two head bolts

*** 07/25/2022 11:59:04 ***
Web - Diagnostics created on 07/25/2022 11:59:03 and created by Sean Martin
scan for dtc inspected coolant level,psi test coolant system and inspected head bolts on bank 1 head

*** Service Alert Escalated to CA as: 14947060 on 07/26/2022 01:06:16 (PST)

*** 07/27/2022 09:19:42 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/27/2022 09:21:02 and created by Frank Lusic ***
1: Hello Sean

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/27/2022 09:21:23 ***
PWA Case 14950932 created by Frank Lusic

*** 07/27/2022 09:21:28 ***

I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,033

Prod Date: 10/31/2014 **Warranty Start Date:** 04/18/2015

Dealer/Contact Data:

Dealer: NC071 Dutch Miller Kia

Phone: 7045228422 **FAX:** 8886958526

Contact: Stephen Sellars **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 07/27/2022 06:17:39 ***
Contact = Stephen Sellars, Priority = Standard, Sub Status = Dispatched

*** 07/27/2022 06:17:39 ***
Web - Problem Description created on 07/27/2022 06:17:18 and created by Stephen Sellars
I have a 15 sorento here with a head gasket leaking on the exhaust side, I have replaced several long blocks and short blocks in the past (all under different extended warr comp.)due to cylinder head bolts being stretched out and warping the cylinder head again only the exhaust side.

*** 07/27/2022 06:17:39 ***
Web - Diagnostics created on 07/27/2022 06:17:18 and created by Stephen Sellars
see above

*** 07/27/2022 06:22:24 ***
20220727_091928.jpg added by Stephen Sellars on 07/27/2022 06:22:23

*** 07/27/2022 06:23:06 ***
20220727_091947.jpg added by Stephen Sellars on 07/27/2022 06:23:05

*** 07/27/2022 06:23:36 ***
20220727_092010.jpg added by Stephen Sellars on 07/27/2022 06:23:35

*** 07/27/2022 06:24:06 ***
20220727_092049.jpg added by Stephen Sellars on 07/27/2022 06:24:05

*** 07/28/2022 15:30:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 07/28/2022 15:34:08 and created by Juan Vazquez ***
1: Thank you for the information and attachments. We will need to tear down the engine. Please remove the camshafts and

try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

IMPORTANT: Before you begin this tear down, please attach a clear photo or short video of the engine oil dipstick showing oil level

NOTE: If oil WILL NOT register on dipstick, drain oil into a graduated container and attach a clear image showing how many quarts of oil were drained from this crankcase.

If less than 1.3 quarts, ask customer for the most recent oil change receipt and attach to this case.

*** 08/01/2022 06:23:48 ***
16593601497695710191569971396935.jpg added by Stephen Sellars on 08/01/2022 06:23:46

*** 08/01/2022 06:28:37 ***
Web - Note created on 08/01/2022 06:28:37 and created by Stephen Sellars
so I torqued down the as you stated. The head bolts are striped see the attached photos of worse head bolts.

*** 08/01/2022 07:26:36 ***
Allow Auto PWA Case checked on 8/1/2022 7:26:36 and checked by Juan Vazquez

*** Web - Advice created on 08/01/2022 07:27:21 and created by Juan Vazquez ***
1: Thank you for the attachments and information provided. One more thing, please complete "Engine Diagnosis" section in this case, let me know once it is complete, thank you.

*** 08/02/2022 10:46:48 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,995

Prod Date: 05/16/2014 **Warranty Start Date:** 09/12/2014

Dealer/Contact Data:

Dealer: OR007 Kiefer Kia

Phone: 5413020909 **FAX:** 5413498188

Contact: Joseph Hoffman **Contact Title:** Maintenance Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 07/20/2022 10:42:48 ***
Contact = Joseph Hoffman, Priority = Standard, Sub Status = Dispatched

*** 07/20/2022 10:42:48 ***
Web - Problem Description created on 07/20/2022 10:42:48 and created by Joseph Hoffman
Customer came in 2 separate times last year for overheating, we found the cooling fan wasn't engaging and verified the cooling fan module.

Customer came in this time for unrelated issue and we found oil in the coolant reservoir and leaking from head gaskets.

*** 07/20/2022 10:42:49 ***
Web - Diagnostics created on 07/20/2022 10:42:48 and created by Joseph Hoffman
After receiving ok from customer, removed the valve cover and found a cylinder head bolt that broke the threads. Came out very easy and would not go back in.

How should we proceed?

*** 07/22/2022 11:01:10 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/22/2022 11:01:52 and created by Eddie Milton ***
1: Joseph, can you please attach a photo of the damaged head bolt(s)?

*** 07/26/2022 11:14:25 ***
68055190053 _ A0AD8740-3296-4B67-9E46-89599E291CDD.MOV added by Joseph Hoffman on 07/26/2022 11:14:24

*** 07/26/2022 11:17:01 ***
Web - Note created on 07/26/2022 11:17:00 and created by Joseph Hoffman
Uploaded video of bolt spinning, Not currently able to remove bolt.

*** Web - Advice created on 07/27/2022 08:40:33 and created by Eddie Milton ***
1: Thank you. I have generated and approved a PWA case for you.

*** 07/27/2022 08:40:43 ***
PWA Case created for RA Case 14937604 by Eddie Milton

*** 07/27/2022 08:40:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,769

Prod Date: 04/12/2013 **Warranty Start Date:** 07/31/2013

Dealer/Contact Data:

Dealer: MD004 Nationwide Kia

Phone: 4105619000 **FAX:** 4105611967

Contact: herman fischer **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Parts **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 07/29/2022 06:42:04 ***
Contact = herman fischer, Priority = Standard, Sub Status = Dispatched

*** 07/29/2022 06:42:05 ***
Web - Problem Description created on 07/29/2022 06:33:42 and created by herman fischer
preforming head gasket replacement due to leaking oil

*** 07/29/2022 06:42:05 ***
Web - Diagnostics created on 07/29/2022 06:33:42 and created by herman fischer
in process of torqueing heads down. torqued all to 30 ftlb started doing first round of angle torqueing bolt go to 80^degrees and got loose
found bolt had pulled threads out of block

*** 07/29/2022 06:42:06 ***
20220729_093109[1].jpg added by herman fischer on 07/29/2022 06:42:05

*** 07/29/2022 06:42:07 ***
20220729_093034[1].jpg added by herman fischer on 07/29/2022 06:42:06

*** Service Alert Escalated to CA as: 14957400 on 07/30/2022 01:04:56 (PST)

*** 08/01/2022 11:53:31 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/01/2022 11:57:01 and created by Eric Patterson ***
1: Based on the information the block will need replaced
2: Thank you Please perfrom the wiring and component and DTC inspections per KGIS.
Present actual results from these inspections, add screenshots if needed to explain what has failed the inspection.

*** 08/01/2022 11:57:19 ***
PWA Case 14959630 created by Eric Patterson

*** 08/01/2022 11:57:21 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,362

Prod Date: 01/29/2018 **Warranty Start Date:** 06/27/2018

Dealer/Contact Data:

Dealer: AL024 University Kia

Phone: 2562171700 **FAX:** 2562171552

Contact: Brandon Richardson **Contact Title:** Exclusive Kia Technician **Service District:** SO09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 07/26/2022 12:21:33 ***
Contact = Brandon Richardson, Priority = Standard, Sub Status = Dispatched

*** 07/26/2022 12:21:33 ***
Web - Problem Description created on 07/26/2022 12:21:33 and created by Brandon Richardson
customer states engine is running hot

*** 07/26/2022 12:21:33 ***
Web - Diagnostics created on 07/26/2022 12:21:33 and created by Brandon Richardson
pressure testedsystem. no leaks found. inspected cylinder heads found coolant dried on front head at head gasket. from known experience with these motors suspecting head bolts have stretched. advise. see attachment

*** 07/26/2022 12:27:26 ***
20220726_141436.jpg added by Brandon Richardson on 07/26/2022 12:27:25

*** 07/28/2022 09:41:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/28/2022 09:42:55 and created by Frank Lusic ***
1: Hello Brandon
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 07/29/2022 06:34:24 ***
Web - Note created on 07/29/2022 06:34:23 and created by Brandon Richardson
on the front head 4 of the bolts would not hold. do i need t order long block?

*** Web - Advice created on 07/29/2022 07:26:20 and created by Frank Lusic ***
1: Yes use a long block if one is available

2: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/29/2022 07:26:42 ***
PWA Case created for RA Case 14948614 by Frank Lusic

*** 07/29/2022 07:26:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,033

Prod Date: 10/31/2014 **Warranty Start Date:** 04/18/2015

Dealer/Contact Data:

Dealer: NC071 Dutch Miller Kia

Phone: 7045228422 **FAX:** 8886958526

Contact: Stephen Sellars **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/02/2022 10:24:29 ***
Contact = Stephen Sellars, Priority = Standard, Sub Status = Assigned

*** 08/02/2022 10:24:29 ***
Engine Diagnosis updated on 8/2/2022 10:24:29 and updated by Siebel eSupport

*** 08/02/2022 10:24:29 ***
Web - Problem Description created on 08/02/2022 10:24:29 and created by Stephen Sellars
I have a 15 sorento here with a head gasket leaking on the exhaust side, I have replaced several long blocks and short blocks in the past (all under different extended warr comp.)due to cylinder head bolts being stretched out and warping the cylinder head again only the exhaust side.

*** 08/02/2022 10:24:29 ***
Web - Diagnostics created on 08/02/2022 10:24:29 and created by Stephen Sellars
see above

*** 08/02/2022 10:24:31 ***
1659360149769571019156997139693 5.jpg added by Stephen Sellars on 08/02/2022 10:24:30

*** 08/02/2022 10:24:33 ***
20220727_091928.jpg added by Stephen Sellars on 08/02/2022 10:24:32

*** 08/02/2022 10:24:34 ***
20220727_091947.jpg added by Stephen Sellars on 08/02/2022 10:24:33

*** 08/02/2022 10:24:35 ***
20220727_092010.jpg added by Stephen Sellars on 08/02/2022 10:24:34

*** 08/02/2022 10:24:36 ***
20220727_092049.jpg added by Stephen Sellars on 08/02/2022 10:24:35

*** Web - Advice created on 08/02/2022 10:46:15 and created by Juan Vazquez ***
1: Thank you for the attachments. The attachments you have sent in are acceptable showing the cylinder block treads have come out and engine needs replacement.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** 08/02/2022 10:46:48 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/02/2022 10:46:49 ***
PWA has been authorized by Juan Vazquez

*** 08/02/2022 10:46:49 ***
Case closed by Juan Vazquez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 116,889

Prod Date: 01/16/2014 **Warranty Start Date:** 02/17/2014

Dealer/Contact Data:

Dealer: MA020 Ron Bouchard Kia

Phone: 9783451800 **FAX:** 9784012142

Contact: TIMOTHY RODGERS **Contact Title:** Exclusive Kia Technician **Service District:** EA01

Case Details:

Case Title: Engine - Seed Unit Concern # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 07/14/2022 06:11:23 ***
Contact = TIMOTHY RODGERS, Priority = Standard, Sub Status = Dispatched

*** 07/14/2022 06:11:23 ***
Web - Problem Description created on 07/14/2022 06:09:06 and created by TIMOTHY RODGERS
customer is complaining about excessive smoke coming out of the tailpipe.
I installed a remanufactured short block about a month ago because the head bolts loosened up from the threads pulling out of the block.

*** 07/14/2022 06:11:23 ***
Web - Diagnostics created on 07/14/2022 06:11:23 and created by Siebel eSupport
Test drove vehicle after burning out any excess sludge from the oil and coolant mixture and performing a valve cleaning. Customer keeps returning for very small amount of smoke coming out of tailpipe at start up which is condensation. I performed a compression test on the vehicle and all cylinders are within 150-160 PSI. No misfires or oil found on sparkplugs.

*** Service Alert Escalated to CA as: 14928045 on 07/15/2022 01:06:35 (PST)

*** 07/16/2022 06:50:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/16/2022 06:54:31 and created by Frank Lusic ***
1: Hello Timothy
I need clarification
what does this mean?
Test drove vehicle after burning out any excess sludge from the oil and coolant mixture and performing a valve cleaning.
there was sludge in the motor after you just replaced the short block ?

*** 07/16/2022 07:02:01 ***

Web - Note created on 07/16/2022 07:02:00 and created by TIMOTHY RODGERS
No when I built it I cleaned out the heads, but I think there was some in the exhaust after the first few start ups. I don't believe there to be anything wrong with this vehicle at this time I was told to make this case

*** Web - Advice created on 07/16/2022 08:15:11 and created by Frank Lusic ***
1: Thank you for the clarification
oil smoke will not dissipate quickly into the air but water vapor will , if you are not sure attach a video

*** 07/20/2022 05:41:13 ***
Web - Note created on 07/20/2022 05:41:13 and created by TIMOTHY RODGERS
I uploaded a video it seems like its vapor it doesn't last very long.

*** 07/20/2022 05:41:53 ***
20220720_083244.mp4 added by TIMOTHY RODGERS on 07/20/2022 05:41:13

*** Web - Advice created on 07/20/2022 14:49:37 and created by Frank Lusic ***
1: Thank you ,
It does look like water vapor to be
It the engine consuming oil ? if this was engine oil smoke the motor would be using oil

*** 07/22/2022 07:05:46 ***
Web - Note created on 07/22/2022 07:05:46 and created by TIMOTHY RODGERS
After them originally driving it about 300 miles I found it a quart low. I put a quart in the engine, someone drove it about 100 miles. I checked it and it wasn't any lower on oil than when I put the quart in. I have someone driving it again.

*** 07/22/2022 07:27:34 ***
Web - Note created on 07/22/2022 07:27:34 and created by TIMOTHY RODGERS
I'm not aware how many miles the customer drove in between because he kept bringing it back.

*** Web - Advice created on 07/22/2022 07:50:51 and created by Frank Lusic ***
1: Thank you, I would suggest that you perform a oil consumption test
top the oil off
mark the filler cap, drain plug
have the customer bring the vehicle back in 500 miles to recheck the oil level

*** 07/26/2022 12:18:48 ***
Web - Note created on 07/26/2022 12:18:48 and created by TIMOTHY RODGERS
Vehicle was driven for 543 miles. vehicle returned is 1 quart low.

*** Web - Advice created on 07/26/2022 12:42:37 and created by Frank Lusic ***
1: Thank you
please remove all of the plugs
number the plugs to the corresponding cylinder
take an up close picture of each the plugs electrodes,

*** 07/30/2022 07:09:29 ***
1659189957093865234691067801998l.jpg added by TIMOTHY RODGERS on 07/30/2022 07:09:28

*** 07/30/2022 07:12:07 ***
image.jpg added by TIMOTHY RODGERS on 07/30/2022 07:12:06

*** 07/30/2022 07:14:51 ***
E5A31561-4F9A-4F35-834A-DB4611FC70F7.jpeg added by TIMOTHY RODGERS on 07/30/2022 07:14:51

*** 07/30/2022 07:14:52 ***
7EEB8D6E-8059-41CF-92C3-0D577277D622.jpeg added by TIMOTHY RODGERS on 07/30/2022 07:14:52

*** 07/30/2022 07:14:53 ***
27CF0645-2A5E-45F9-8050-BE09005F03FE.jpeg added by TIMOTHY RODGERS on 07/30/2022 07:14:53

*** 07/30/2022 07:14:54 ***
E296C9D8-16AD-4D5F-8C59-C030540E1374.jpeg added by TIMOTHY RODGERS on 07/30/2022 07:14:54

*** Web - Advice created on 08/01/2022 06:25:59 and created by Frank Lusic ***
1: Thank you
The oil ask build up looks like it is uniform , possibly indication a problem with the valve seals

I believe that the intake manifold is off
take pictures of the back sides of the intake valves

*** 08/01/2022 06:34:34 ***
Web - Note created on 08/01/2022 06:34:34 and created by TIMOTHY RODGERS
I sent a photo of the valves they have alot of carbon on them the rest of them are the same.

*** 08/01/2022 06:34:36 ***
1659360751167552004921328984522O.jpg added by TIMOTHY RODGERS on 08/01/2022 06:34:35

*** Web - Advice created on 08/01/2022 07:12:27 and created by Frank Lusic ***
1: thank you,
it is possible the the oil is leaking past the valve seals , I see that the motor has 164,000 miles
Were the heads sent out and rebuilt when the heads were removed form the block ? if not why not ?

*** 08/01/2022 07:30:41 ***
Web - Note created on 08/01/2022 07:30:41 and created by TIMOTHY RODGERS
No we never sent the heads. I checked them with a straight edge, measured valve clearance, cleaned up any carbon on the bottom side, and replaced the short block.

*** Web - Advice created on 08/01/2022 07:38:45 and created by Frank Lusic ***
1: with 164,000 mile on the valve guides and seal are worn out , I would suggest that the head be removed and sent out for repairs while the heads are off attach picture of the cylinder walls

*** 08/03/2022 06:25:40 ***
1659533000065768113707852144990 7.jpg added by TIMOTHY RODGERS on 08/03/2022 06:25:39

*** 08/03/2022 06:25:43 ***
1659533048848748259584835117350O.jpg added by TIMOTHY RODGERS on 08/03/2022 06:25:41

*** 08/03/2022 06:25:47 ***
1659533094403455892239957304820.jpg added by TIMOTHY RODGERS on 08/03/2022 06:25:45

*** Web - Advice created on 08/03/2022 07:07:49 and created by Frank Lusic ***
1: Thank you
Please attach a picture of the engine serial number or blue reman tag down by the starter

*** 08/03/2022 07:21:37 ***
Web - Note created on 08/03/2022 07:21:36 and created by TIMOTHY RODGERS
Okay I will send a picture. I had a question about the heads, why do the heads need to be sent out for repairs if we can do the valves seals here? does a machine shop need to check the heads? just trying to figure out the best thing to do before I put them back together.

*** 08/03/2022 07:24:40 ***
1659536625891843502145451088406 4.jpg added by TIMOTHY RODGERS on 08/03/2022 07:24:39

*** Web - Advice created on 08/03/2022 08:15:11 and created by Frank Lusic ***
1: I would suggest that the heads be sent out and rebuilt ,

Please attach the requested picture 1st

*** 08/03/2022 11:00:14 ***

Web - Note created on 08/03/2022 11:00:14 and created by TIMOTHY RODGERS
I uploaded the serial number.

*** 08/03/2022 11:42:49 ***
PQ Escalation requested by Frank Lusic
Request Code: SU-MA020-14925897-8322
Request Details: engine smoking, oil consumption

*** Web - Advice created on 08/03/2022 11:44:42 and created by Frank Lusic ***
1: Thank you
Looking at the piston pictures I see that the outer edges of the pistons are clean, This is an indication that the rings are bypassing oil, The engine will need to be replaced

*** Web - Advice created on 08/03/2022 11:45:01 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/03/2022 11:45:28 ***
PWA Case created for RA Case 14925897 by Frank Lusic

*** 08/03/2022 11:45:28 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 120,454

Prod Date: 02/28/2013 **Warranty Start Date:** 06/19/2013

Dealer/Contact Data:

Dealer: MN005 Luther Kia

Phone: 6514575757 **FAX:** 6514575009

Contact: TIM CLARK **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine - Seed Unit Concern # Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Authorized

Case History

*** 06/13/2022 05:28:31 ***
Contact = TIM CLARK, Priority = Standard, Sub Status = Dispatched

*** 06/13/2022 05:28:32 ***
Web - Problem Description created on 06/13/2022 05:28:31 and created by TIM CLARK
hey best friends, well here i am in another pickle, i think i already know my answer and i really dont like it but ill get your opinion. this sorento came in with a p0018, second visit for same concern, i found the head gasket leaking, i know huge shock. it has an extended warranty so they sent an inspector out and was told to find the cause well of course the head bolts are stripped. the inspector came out again and verified im not atleast 100 percent full of crap. they authorized the short block, heads went to the machine shop, everything finally showed up and away i went, one of the crappiest jobs in kia land. well i got done, ran it to bleed the coolant and to may amazement i found and oil light only when it was hot, cold i got nothing. i replaced the oil pressure switch, the oil filter, checked for anything odd with the filter housing and as a last resort i put in another new oil pump, same issue. im guessing i have too much clearance in the main bearings.

*** 06/13/2022 05:28:32 ***
Web - Diagnostics created on 06/13/2022 05:28:32 and created by TIM CLARK
im praying you have aother idea and no, i cant just unplug the oil pressure switch you big silly. please let me know your thoughts, as much as i dont want to redo this crappy job again i think thats where im at and yes i have done several v sucks with success :)
thanks, tim

*** Service Alert Escalated to CA as: 14869471 on 06/14/2022 01:06:34 (PST)

*** 06/15/2022 04:31:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/15/2022 05:07:39 and created by Tony Thomas ***
1: Use a mechanical gauge to verify low oil pressure and check the upper oil pan (ladder frame) and front of the engine for any missing bolts or oil galley check balls.

*** 06/21/2022 06:49:11 ***
Web - Note created on 06/21/2022 06:49:11 and created by TIM CLARK
installed a hokey gauge and found when its hot its at 5 psi, cold is around 65 psi but i think the spec is 74psi? I didnt see and check balls that needed to be inserted, we reused the old heads and i know for a fact i replaced the green seal from the ladder assy to the block.

*** Web - Advice created on 06/21/2022 07:05:45 and created by Tony Thomas ***
1: 65 psi cold, 5 psi hot sounds line the oil pump is failing. Make sure the oil pump, filter housing, filter and o-rings are intact. If the small o-ring on the filter is missing or damaged on some v6 models oil pressure is lost.

*** 06/21/2022 11:08:15 ***
Web - Note created on 06/21/2022 11:08:15 and created by TIM CLARK
Thought that too, already tried replacing the filter, housing looks ok, no leaks, replaced the oil pump right before i started the case. I have not tried replacing the oil filter housing yet

*** Web - Advice created on 06/21/2022 11:32:08 and created by Tony Thomas ***
1: Does it have the small o-ring?

*** 06/21/2022 14:28:35 ***
Web - Note created on 06/21/2022 14:28:34 and created by TIM CLARK
Yes it does

*** Web - Advice created on 06/21/2022 18:47:05 and created by Tony Thomas ***
1: Seems like the oil pressure may have been a preexisting condition you may have missed before repairs and tear down is necessary to find why oil pressure is low.

*** 06/22/2022 05:41:27 ***
Web - Note created on 06/22/2022 05:41:27 and created by TIM CLARK
oil light wasnt on previous to the repair, if the oil pressure is low at the switch that would be before the heads but after the oil filter housing correct? im not really sure what to look for during tear down apart from platigauging the main bearings. im not trying to be difficult so if i come off that way i apologize im just trying to see where tear down will lead me to

*** Web - Advice created on 06/22/2022 06:09:53 and created by Tony Thomas ***
1: Low oil pressure is a failing oil pump or too much clearance in the main, rod, cam bearing. I would recommend an engine at this point. You can apply light air pressure to the oil passage at the switch with the valve covers and oil pan off to see if you have any obvious excess clearances.

*** 06/22/2022 10:55:45 ***
Web - Note created on 06/22/2022 10:55:45 and created by TIM CLARK
the cam bearings looked ok when i put it together, try the air pressure test and see what that shows, in your personal opinion do you think its worth trying a new oil filter housing? Maybe it could be clogged?

*** Web - Advice created on 06/22/2022 10:58:24 and created by Tony Thomas ***
1: You might want to remove it for inspection. Cavitation can cause low pressure. A restricted oil passage would cause high pressure and restricted flow.

*** 06/30/2022 08:04:45 ***
Web - Note created on 06/30/2022 08:04:45 and created by TIM CLARK
Alright buddy, I pulled the oil filter housing off and inspected it, it seemed ok, I shopped a new one and tried it and same result. I pulled the oil pressure switch out and the oil pump and blew air through it, there wasn't a whole lot of resistance from the sensor to the pump. I think im going to need to replace the short block

*** Web - Advice created on 06/30/2022 08:14:33 and created by Tony Thomas ***
1: With the pan and timing cover removed, you should be able to see where the air is escaping. Since the block only has oil passages to the heads, tensioners, and oil pump/balance shaft, I am not sure what in the block itself could cause no oil pressure unless they left a main bearing out.

*** 07/04/2022 14:30:43 ***
Web - Note created on 07/04/2022 14:30:43 and created by TIM CLARK

my guess is the main bearings arent the correct thickness, its probably not alot maybe a couple of thousanths under spec but enough that when its hot it expands and looses oil pressure, kind of like an old 350 when the mains would spin on those, great pressure when cold but as soon as it get hot goes to zip. ill strip it down and see if i can see or feel anthing from the tensioner, i honestly didnt want to pull the cover if i didnt have to, bad enough i pulled the intake, valve covers, lower pan off. ill let you know what i find, not sure when ill get back to it. are all dealers as backed up as we are? it seems like for every car i finish 3 more pop up, hopefully its just us otherwise i really feel for you guys, i cant imagine what its like

*** Web - Advice created on 07/05/2022 04:21:31 and created by Tony Thomas ***
1: Thanks Tim.

*** 07/20/2022 07:14:28 ***
Web - Note created on 07/20/2022 07:14:28 and created by TIM CLARK
Hi Tony, happy wednesday, i smoke tested and pressure tested from the oil pressure switch to the oil pump with the cover off and i found some smoke coming from the main between 2 and 3, i believe its journal #2, i tried to get video and a picture but the smoke doesnt show up in them. I think i got a faulty block of short. I guess the positive side is its still 1/4 of the way apart right? Im definitley drinking tonight 😔

*** Web - Advice created on 07/20/2022 07:21:02 and created by Tony Thomas ***
1: Please attach photos of the blue reman tag for tracking purposes.

*** 08/03/2022 07:19:53 ***
Web - Note created on 08/03/2022 07:19:53 and created by TIM CLARK
.

*** Web - Advice created on 08/03/2022 07:24:53 and created by Tony Thomas ***
1: Tim. Why did you update this case with a period?

*** 08/03/2022 07:25:38 ***
Web - Note created on 08/03/2022 07:25:38 and created by TIM CLARK
Just trying to keep it open, i havent had a chance to drag it back in yet

*** Web - Advice created on 08/03/2022 07:29:12 and created by Tony Thomas ***
1: Updating does not guarantee it will not auto close. Please hold off from adding case notes that do not require a response. We are backlogged and are required to respond. Request a reopen if the case auto closes and assistance is still needed. Thank you.

*** 08/04/2022 06:35:55 ***
Web - Note created on 08/04/2022 06:35:55 and created by TIM CLARK
Tony, i am sorry if i caused you any problems i was just trying to stay proactive and make things easier, we are all backlogged, over worked, and over stressed, im working seven days a week 10 to 12 hours a day, i even have to bring my kids to work just so i can spend time with them and the only thanks i get is having people bitch and complain about how works not getting done so i understand how you guys are feeling but we are all in this together and hopefully we will get through it. i dragged this thing in again and theres no reman tag on the short block, i cant remember where the stampings are on the v6's.

*** Web - Advice created on 08/04/2022 06:47:17 and created by Tony Thomas ***
1: See the shop manual > General information > Identification numbers. Should be on the lower support tab of the block.

*** 08/04/2022 07:17:18 ***
Web - Note created on 08/04/2022 07:17:18 and created by TIM CLARK
There's your block number, enjoy

*** 08/04/2022 07:17:20 ***
20220804_091405.jpg added by TIM CLARK on 08/04/2022 07:17:19

*** 08/04/2022 07:44:36 ***
PQ Escalation requested by Tony Thomas
Request Code: SU-MN005-14867073-8422
Request Details: no oil pressure.

*** Web - Advice created on 08/04/2022 07:50:18 and created by Tony Thomas ***

1: Based on the information you have provided, you are authorized to replace the engine under parts warranty following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage (e.g. piston disintegrated, valves broken, rod through the block, seized engine / large particles/metal debris in the oil pan) do not reuse the original intake manifold or oil pump/BSM; replace the intake manifold and the oil pump/BSM with a new one referring to ENG084.

*** 08/04/2022 07:51:10 ***
PWA Case created for RA Case 14867073 by Tony Thomas

*** 08/04/2022 07:51:10 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,317

Prod Date: 07/30/2018 **Warranty Start Date:** 08/21/2018

Dealer/Contact Data:

Dealer: SC020 Kia of Greer

Phone: 8648793800 **FAX:** 8648775757

Contact: Joshua Boyer **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 08/05/2022 12:55:36 ***
Contact = Joshua Boyer, Priority = Standard, Sub Status = Dispatched

*** 08/05/2022 12:55:36 ***
Web - Problem Description created on 08/05/2022 12:55:21 and created by Joshua Boyer
Smell of coolant when engine is hot.

*** 08/05/2022 12:55:37 ***
Web - Diagnostics created on 08/05/2022 12:55:21 and created by Joshua Boyer
Previous visit for coolant smell, performed pressure test and found pressure loss immediately after pressure applied, head gasket failure causing combustion gasses into coolant, verified with combustion gas tester, blue fluid turned green indicating failure. Performed head gasket repair, during repair straight edged block and heads, found heads out of spec, block okay. Customer returned after head gasket and cylinder head repair stating coolant can still be smelt. Inspected engine bay, no signs of coolant leak found, some moisture seen at base of radiator. Had customer drop vehicle off so I could performed a cold pressure test on cooling system. Held pressure at 15psi for 30min, pass. Engine hot performed pressure test and found pressure loss of 2psi in 10min. Removed and installed radiator and performed HOT pressure test, monitored again 2psi drop in 10min time.

*** 08/05/2022 12:55:58 ***
Web - Note created on 08/05/2022 12:55:57 and created by Joshua Boyer
Please advise further test or is the pressure drop normal.

*** Service Alert Escalated to CA as: 14970497 on 08/06/2022 01:04:55 (PST)

*** 08/08/2022 04:37:05 ***
Web - Note created on 08/08/2022 04:37:05 and created by Joshua Boyer
Good morning, I had vehicle driven over the weekend, 40 miles. I marked the line of the coolant before and noticed after the coolant level dropped about 2in in the reservoir. Performed coolant pressure test, placed cooling system under 15psi of

pressure for 30min and noticed no pressure loss. Allowed vehicle to reach operating temp and performed pressure test again and found when at temp pressure loss is 2psi in roughly 10min. Performed combustion gas leak test, passed fluid in tester strays blue indicating no coolant in combustion chamber. Unable to find any leaks externally. At this point I believe we may have a micro fracture somewhere in the block. Please advise further action.

*** 08/09/2022 10:45:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/09/2022 10:51:06 and created by Frank Lusic ***
1: Hello Joshua
The pressure dropping 1 or 2 psi could be normal , depending if the if the engine was warm and then cooled down or the pressure tester leaked a little

2: can you still smell coolant after the radiator was replaced ?

*** Case has been auto closed by the system on 08/25/2022 01:21:12 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,302

Prod Date: 12/07/2013 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 **FAX:** 3012790985

Contact: sergio vargas **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # threads Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: veh mnt ok vid ok--headbolts

Case History

*** 08/10/2022 08:22:52 ***
Engine Diagnosis updated on 8/10/2022 8:22:52 and updated by Siebel eSupport

*** 08/10/2022 08:27:43 ***
Contact = sergio vargas, Priority = Standard, Sub Status = Dispatched

*** 08/10/2022 08:27:43 ***
Web - Problem Description created on 08/10/2022 08:22:52 and created by sergio vargas
costumer states there fluid leaking under the car

*** 08/10/2022 08:27:43 ***
Web - Diagnostics created on 08/10/2022 08:22:53 and created by sergio vargas
leack coolant front head gasket , bank 1and2
Found head bolt lose and the engine block damage
I sent the pictures

*** 08/10/2022 08:27:47 ***
20220809_144834.jpg added by sergio vargas on 08/10/2022 08:27:44

*** 08/11/2022 09:15:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/11/2022 09:16:11 and created by Jesus Rodriguez ***
1: please add a continuous video of the VIN plate, the bolts, and the holes where the hole where the bolts came out of. try to get a clean shot of the missing threads.

*** Web - Advice created on 08/11/2022 09:19:41 and created by Jesus Rodriguez ***
1: also please supply the following items:

-attach the vehicle carfax to the case,scan them into one pdf file for review

-ask the customer to provide ALL oil change RO's for the life of the vehicle

*** 08/16/2022 05:26:31 ***
Web - Note created on 08/16/2022 05:26:31 and created by Joshua Kozlowski
the customer has no maint records - he is a mechanic - he performed all services himself - can we move forward without records or should we close this case ??

*** Web - Advice created on 08/16/2022 07:48:24 and created by Jesus Rodriguez ***
1: i looks like its had 3 oil changes in the early life of the vehicle. we can move forward with validating proper maintenance so due to the missing oil changes in the system, Please add a video of the valvetrain and the underside of the valve cover. Obtain Customers approval for the removal for inspection. Pictures are not allowed any longer. Thank you

*** 08/23/2022 06:19:56 ***
20220823_091545.mp4 added by sergio vargas on 08/23/2022 06:19:34

*** Web - Advice created on 08/23/2022 08:01:24 and created by Jesus Rodriguez ***
1: thanks for the video, based on the information you have provided go ahead and replace the engine under powertrain warranty. i will now close the case.

*** 08/23/2022 08:01:48 ***
PWA has been authorized by Jesus Rodriguez

*** 08/23/2022 08:01:49 ***
Case closed by Jesus Rodriguez with Resolution Code : Faulty Component
[Resolution Summary]
veh mnt ok vid ok--headbolts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,591

Prod Date: 07/24/2013 **Warranty Start Date:** 10/27/2013

Dealer/Contact Data:

Dealer: CA282 Oakland Kia

Phone: 5102670688 **FAX:** 5102670622

Contact: Kameron Mattox **Contact Title:** Service Consultant **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 08/04/2022 14:31:15 ***
Contact = Kameron Mattox, Priority = Standard, Sub Status = Dispatched

*** 08/04/2022 14:31:15 ***
Web - Problem Description created on 08/04/2022 14:06:49 and created by Kameron Mattox
C/S VEHICLE IS OVERHEATING.

*** 08/04/2022 14:31:16 ***
Web - Diagnostics created on 08/04/2022 14:06:49 and created by Kameron Mattox
FOUND COOLANT RESEVOIR WAS EMPTY- CHECKED RADIATOR AND FOUND COOLANT BUT DISCOLORED. FOUND. CONFIRMED RADIATOR FAN TURNS ON AND THERMOSTAT OPENS. WHEN REVVING ENGINE WITH RADIATOR FUNNEL, NOTICED CONSTANT AIR POCKETS ESCAPING. WHEN REVVING ENGINE, A BIGGER AIR POCKET RELEASES EVERYTIME THIS INDICATES A BLOWN HEADGASKET. PERFORMED PRESSURE TESTED COOLING SYSTEM-NO LEAKS. LET VEHICLE IDLE ON THE RACK AND FOUND COOLANT LEAKING FROM CYLINDER AND BLOCK. VIDEO ATTACHTED

*** 08/04/2022 14:49:17 ***
68134251765 _ 38F223A5-743F-4E75-9B9C-E0C2C4A77904.MOV added by Kameron Mattox on 08/04/2022 14:49:16

*** Service Alert Escalated to CA as: 14968321 on 08/05/2022 01:05:13 (PST)

*** 08/08/2022 11:18:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/08/2022 11:19:03 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in

the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 08/12/2022 10:49:06 ***
Web - Note created on 08/12/2022 10:49:06 and created by Kameron Mattox
Found cylinder head bolts stripped and spinning in block. Video and photo attached

*** 08/12/2022 10:49:33 ***
IMG_0300.MOV added by Kameron Mattox on 08/12/2022 10:49:07

*** 08/12/2022 10:49:34 ***
AE5D8FF1-D3B1-4E60-8321-CEDD62581DE9.jpeg added by Kameron Mattox on 08/12/2022 10:49:33

*** Web - Advice created on 08/12/2022 14:33:12 and created by Eddie Milton ***
1: Thanks. I have generated and approved a PWA case for you.

*** 08/12/2022 14:33:21 ***
PWA Case created for RA Case 14967658 by Eddie Milton

*** 08/12/2022 14:33:21 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,662

Prod Date: 11/03/2014 **Warranty Start Date:** 12/19/2014

Dealer/Contact Data:

Dealer: CO031 Arapahoe Kia

Phone: 3038742500 **FAX:** 3038742555

Contact: Matthew Rodrigue **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 08/19/2022 13:14:47 ***
Contact = Matthew Rodrigue, Priority = Standard, Sub Status = Dispatched

*** 08/19/2022 13:14:47 ***
Web - Problem Description created on 08/19/2022 12:24:18 and created by Matthew Rodrigue
customer states they are having to refill their coolant every day .

*** 08/19/2022 13:14:48 ***
Web - Diagnostics created on 08/19/2022 12:24:18 and created by Matthew Rodrigue
found leak on firewall side /backside of cylinder head. removed valve cover and camshaft and pulled cylinder head bolts . reinstalled and torqued to spec . re removed head bolts and 1 cylinder head bolts pulled threads from block . needs short block replacement.,

*** 08/19/2022 13:14:54 ***
IMG_4070.MOV added by Matthew Rodrigue on 08/19/2022 13:14:48

*** 08/23/2022 08:23:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/23/2022 08:25:05 and created by Eddie Milton ***
1: Good find! I have generated and approved a PWA case for you.

*** 08/23/2022 08:25:17 ***
PWA Case 15002623 created by Eddie Milton

*** 08/23/2022 08:25:22 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,976

Prod Date: 09/18/2014 **Warranty Start Date:** 12/11/2014

Dealer/Contact Data:

Dealer: TX156 Southwest Kia

Phone: 6827772164 **FAX:** 2146942820

Contact: Jose Rodriguez **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 08/18/2022 13:13:07 ***
Contact = Jose Rodriguez, Priority = Standard, Sub Status = Dispatched

*** 08/18/2022 13:13:07 ***
Web - Problem Description created on 08/18/2022 13:12:02 and created by Jose Rodriguez
CUSTOMER STATES ENGINE IS OVERHEATING AND A/C STOPS COOLING

*** 08/18/2022 13:13:07 ***
Web - Diagnostics created on 08/18/2022 13:12:03 and created by Jose Rodriguez
Verified customer concern engine is overheating found coolant low, performed coolant leak test at this time pressure is holding but there is coolant residual on RH cylinder head between engine block and cylinder head, performed combustion leak test and fluid changed from blue to yellow indicating combustion leak present. Removed camshaft and try to retorque RH cylinder head bolts and both front outer bolts spin under 30 ft lbs.

*** 08/22/2022 09:08:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 08/22/2022 09:10:45 and created by Eric Patterson ***
1: Thank you for the information
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 08/22/2022 09:11:06 ***

PWA Case created for RA Case 14994805 by Eric Patterson

*** 08/22/2022 09:11:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,634

Prod Date: 09/19/2014 **Warranty Start Date:** 10/20/2014

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: David Sanchez **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 08/22/2022 13:38:53 ***
Contact = David Sanchez, Priority = Standard, Sub Status = Dispatched

*** 08/22/2022 13:38:54 ***
Web - Problem Description created on 08/22/2022 13:14:58 and created by David Sanchez
Overheating. Gas detected in the coolant. Trembling & white smoke coming out of the exhaust.

*** 08/22/2022 13:38:54 ***
Web - Diagnostics created on 08/22/2022 13:14:58 and created by David Sanchez
Inspected coolant reservoir, low on coolant. Inspected vehicle for coolant leaks, no leak found. Scanned for DTCs, no related codes found. Performed Block Check, fluid would turn from blue to green but would not turn to yellow. Inspected oil in oil filter, does not seem contaminated (image attached). Topped off coolant and test drove vehicle 20 miles, vehicle did not experience overheating, no white smoke coming out of exhaust.

*** 08/22/2022 13:38:55 ***
20220822_133547.jpg added by David Sanchez on 08/22/2022 13:38:54

*** 08/22/2022 13:38:57 ***
20220822_133605.jpg added by David Sanchez on 08/22/2022 13:38:56

*** Service Alert Escalated to CA as: 15001879 on 08/23/2022 01:07:00 (PST)

*** 08/24/2022 10:30:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/24/2022 10:31:42 and created by John Nguyen ***
1: David, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the

head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 08/26/2022 20:19:17 ***
Web - Note created on 08/26/2022 20:19:17 and created by David Sanchez
Upon inspection of cylinder head bolt torque, found headbolt near cylinder 3/5 under intake cam to continuously spin. (Video attached)

*** 08/26/2022 20:19:36 ***
20220826_195235.mp4 added by David Sanchez on 08/26/2022 20:19:22

*** Web - Advice created on 08/29/2022 07:41:34 and created by John Nguyen ***
1: David, I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/29/2022 07:42:27 ***
PWA Case 15014361 created by John Nguyen

*** 08/29/2022 07:42:33 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,564

Prod Date: 09/06/2017 **Warranty Start Date:** 01/30/2018

Dealer/Contact Data:

Dealer: IL074 World Kia Joliet

Phone: 8157252575 **FAX:** 8158468964

Contact: Britt Dooley **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 08/03/2022 09:27:26 ***
Contact = Britt Dooley, Priority = Standard, Sub Status = Dispatched

*** 08/03/2022 09:27:26 ***
Web - Problem Description created on 08/03/2022 09:27:26 and created by Britt Dooley
car losing coolant and over heating.

*** 08/03/2022 09:27:27 ***
Web - Diagnostics created on 08/03/2022 09:27:26 and created by Britt Dooley
no codes. found combustion gas in radiator. will push coolant out of radiator when engine is brought above idle. suspect pulled head bolt threads or blown head gasket. please advise. thanks.

*** 08/05/2022 12:12:55 ***
Web - Note created on 08/05/2022 12:12:55 and created by Kevin Stratton
Need response. customer waiting impatiently

*** 08/05/2022 13:53:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/05/2022 13:54:51 and created by Frank Lusic ***
1: Hello Britt

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Case has been auto closed by the system on 08/21/2022 01:12:20 (PST)

*** 08/25/2022 12:42:26 ***
Case Number: XXXXXXXX Reopen Requested by Britt Dooley.
Reason: [I have removed the cylinder heads and will send them to be checked. none of the head bolts had the threads pulled out but they all were somewhat loose. the deck surfaces appear to be flat enough. i think this engine has been severely overheated as the cylinder walls are discolored. the short block turns quite easily at about 7 lb/ft of rotational torque which may suggest the piston rings have lost tension. will send pictures of cylinder walls. thanks]

*** 08/25/2022 13:19:45 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/25/2022 13:20:09 and created by Frank Lusic ***
1: the case has been reopened

*** 08/25/2022 16:16:57 ***
Web - Note created on 08/25/2022 16:16:57 and created by Britt Dooley
added pictures of cylinder walls. all have a dull brown color to them.

*** 08/25/2022 16:16:59 ***
20220825_141728[1].jpg added by Britt Dooley on 08/25/2022 16:16:58

*** 08/25/2022 16:17:00 ***
20220825_141738[1].jpg added by Britt Dooley on 08/25/2022 16:16:59

*** 08/25/2022 16:17:01 ***
20220825_141745[1].jpg added by Britt Dooley on 08/25/2022 16:17:00

*** 08/25/2022 16:17:02 ***
20220825_141757[1].jpg added by Britt Dooley on 08/25/2022 16:17:01

*** Web - Advice created on 08/26/2022 06:12:48 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 08/26/2022 06:13:05 ***
PWA Case created for RA Case 14964412 by Frank Lusic

*** 08/26/2022 06:13:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,454

Prod Date: 11/07/2014 **Warranty Start Date:** 01/12/2015

Dealer/Contact Data:

Dealer: SD004 Billion Kia

Phone: 8772455466 **FAX:** 8889795971

Contact: Jacob Elkins **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 08/30/2022 13:56:09 ***
Contact = Jacob Elkins, Priority = Standard, Sub Status = Dispatched

*** 08/30/2022 13:56:10 ***
Web - Problem Description created on 08/30/2022 13:56:09 and created by Jacob Elkins
Customer states the vehicle over heated.

*** 08/30/2022 13:56:10 ***
Web - Diagnostics created on 08/30/2022 13:56:10 and created by Jacob Elkins
Verified customer concern. Found no dtc stored. Found vehicle to over heat when under load. Found vehicle have to produce heat. Found coolant to smell like exhaust. Found coolant to produce big burst of air pockets when having a coolant tank on top of radiator cap. Expect head gasket to be blown. Reason for starting case is for possible short block replacement as pulling threads out of block is very possible.

*** 08/30/2022 14:00:49 ***
Screenshot_20220830-151321.png added by Jacob Elkins on 08/30/2022 14:00:48

*** 08/30/2022 14:00:49 ***
Screenshot_20220830-153209.png added by Jacob Elkins on 08/30/2022 14:00:49

*** 08/30/2022 14:01:12 ***
20220830_155730.mp4 added by Jacob Elkins on 08/30/2022 14:00:50

*** Service Alert Escalated to CA as: 15019466 on 08/31/2022 01:06:59 (PST)

*** 09/01/2022 12:02:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/01/2022 12:03:40 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 09/01/2022 12:03:59 ***
PWA Case 15023378 created by Eric Patterson

*** 09/01/2022 12:04:04 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,066

Prod Date: 04/22/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: MO009 Auffenberg Kia Cape Girardeau

Phone: 5733391000 **FAX:** 5733353370

Contact: Tyler Musgrave **Contact Title:** Exclusive Kia Technician **Service District:** CE04

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads

Symptom: Damaged **DTC:**

System: Engine Mechanical

Component: Coolant Hoses

Resolution: Warranty Exclusion-Auto

Case History

*** 09/01/2022 13:17:02 ***
Contact = Tyler Musgrave, Priority = Standard, Sub Status = Dispatched

*** 09/01/2022 13:17:03 ***
Web - Problem Description created on 09/01/2022 13:17:03 and created by Tyler Musgrave
oil in coolant sending pics

*** 09/01/2022 13:17:03 ***
Web - Diagnostics created on 09/01/2022 13:17:03 and created by Tyler Musgrave
no dtcs .oil in coolant .upper radiator hose swollen. im sure this will need a block .all of them iv ever pulled apart have had the block threads on the bolt . What do yall need me to do ?

*** 09/01/2022 13:17:05 ***
166206316895134026179919122215551.jpg added by Tyler Musgrave on 09/01/2022 13:17:04

*** 09/01/2022 13:17:05 ***
166206320250539806975899920336l0.jpg added by Tyler Musgrave on 09/01/2022 13:17:05

*** 09/02/2022 17:16:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/02/2022 17:18:28 and created by Jeffrey Minderhoud ***
1: We will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add a video of the head bolts turning past 75 ft/lbs or a picture of the stripped bolts if they will not hold.

*** Case has been auto closed by the system on 09/18/2022 01:09:12 (PST)
*** 09/19/2022 13:19:56 ***

Case Number: XXXXXXXX Reopen Requested by Tyler Musgrave.
Reason: [Still working on car]

*** 09/20/2022 12:21:13 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/20/2022 12:23:14 and created by Rob Levy ***
1: Do you have an update if the head bolts are stripped or not?

*** 09/20/2022 12:25:30 ***
Assigned to WIPBin Default of Jeffrey Minderhoud by Rob Levy
Reason: Reopened

*** 09/22/2022 12:26:01 ***
Web - Note created on 09/22/2022 12:26:01 and created by Tyler Musgrave
Stripped on front head sending video

*** 09/22/2022 12:26:16 ***
20220922_142311.mp4 added by Tyler Musgrave on 09/22/2022 12:26:02

*** Web - Advice created on 09/22/2022 14:02:43 and created by Jeffrey Minderhoud ***
1: Reviewing attachment

*** Web - Advice created on 09/22/2022 14:11:01 and created by Jeffrey Minderhoud ***
1: Thank you for the video showing the threads for the head bolts are damaged.
2: Please make sure to replace any swollen coolant hoses as well.

*** 09/22/2022 14:11:19 ***
PWA Case 15062157 created by Jeffrey Minderhoud

*** 09/22/2022 14:11:29 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,089

Prod Date: 06/30/2014 **Warranty Start Date:** 08/16/2014

Dealer/Contact Data:

Dealer: MA052 Mastria Kia

Phone: 5088026800 **FAX:** 5088029966

Contact: Robert Charette **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Stripped Head Bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 08/30/2022 07:17:19 ***
Contact = Robert Charette, Priority = Standard, Sub Status = Dispatched

*** 08/30/2022 07:17:20 ***
Web - Problem Description created on 08/30/2022 07:12:32 and created by Robert Charette
customer states the temp gauge goes up and down started Aug. 25 2022.

*** 08/30/2022 07:17:20 ***
Web - Diagnostics created on 08/30/2022 07:12:32 and created by Robert Charette
checked oil and coolant levels. both low. preformed pressure test. coolant leaking out of back of engine. preformed block tester, failed within 5 min. put on lift and found coolant and oil leaking out of back of head. customer states everytime it starts to overheat he shuts it off,lets it cool and drives again. has done all services with kia

*** 08/31/2022 13:20:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/31/2022 13:20:40 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 09/06/2022 11:48:47 ***
20220906_143122.mp4 added by Robert Charette on 09/06/2022 11:47:45

*** 09/06/2022 13:11:24 ***
Web - Note created on 09/06/2022 13:11:24 and created by Robert Charette
removed rear valve cover and 3 bolts just spin. as seen in video.

*** Web - Advice created on 09/07/2022 10:11:26 and created by Eddie Milton ***
1: Thanks for the video. I have generated and approved a PWA case for you.

*** 09/07/2022 10:11:34 ***
PWA Case created for RA Case 15017317 by Eddie Milton

*** 09/07/2022 10:11:34 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,864

Prod Date: 10/20/2017 **Warranty Start Date:** 12/20/2017

Dealer/Contact Data:

Dealer: NV010 Tom Dolan's Reno Kia

Phone: 7758289666 **FAX:** 7758251258

Contact: Joe Albert **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/13/2022 16:07:37 ***
Contact = Joe Albert, Priority = Standard, Sub Status = Dispatched

*** 09/13/2022 16:07:37 ***
Engine Diagnosis updated on 9/13/2022 16:7:37 and updated by Siebel eSupport

*** 09/13/2022 16:07:38 ***
Web - Problem Description created on 09/13/2022 15:55:15 and created by Joe Albert
THAT THE VEHICLE WHILE DRIVING THE ENIGNE WILL DIE

*** 09/13/2022 16:07:38 ***
Web - Diagnostics created on 09/13/2022 15:55:15 and created by Joe Albert
Found the radiator fluid low, topped and pressure checked at 12psi found the AT fluid cooler line leaking coolant. Root cause of head gasket issue I believe. Found over 100 PPM HCs using the smog machine to look at the air from the radiator. Tore down engine and attempted to torque down the head bolts and one of the head bolts in the front head pulled threads (B2). Added a picture of the head bolt with the head material stuck to it.. Thanks for your time.

*** 09/14/2022 14:34:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/14/2022 14:37:22 and created by Jeffrey Minderhoud ***
1: Did you take pictures of the coolant leaks?
2: Please have your service advisor get all the oil change receipts from the customer and attach them to the case for review, thank you.

*** 09/14/2022 15:20:39 ***
Web - Note created on 09/14/2022 15:20:39 and created by Gregory Nelson
Hello Jeffery, added a picture of the stained cooler line off the radiator. It was a fresh leak, this vehicle has been sitting since we looked at it first. Date of inspection was 8/25/22. And we are asking for LOF records. We do have the VC off if a under the VC picture would work for you. Thanks for your time.

*** 09/14/2022 15:20:40 ***
20220914_145757.jpg added by Gregory Nelson on 09/14/2022 15:20:40

*** Web - Advice created on 09/15/2022 07:42:22 and created by Jeffrey Minderhoud ***
1: Valve train video would be acceptable, please record a short video of the valve train condition and the under side of the valve cover, make sure to include the VIN on the vehicle in the video and attach the file to this case. Thank you.

*** 09/15/2022 14:21:03 ***
Web - Note created on 09/15/2022 14:21:02 and created by Gregory Nelson
Added the valve train picture Jeff. Thanks again for your time.

*** 09/15/2022 14:21:05 ***
20220915_141431.mp4 added by Gregory Nelson on 09/15/2022 14:21:03

*** Web - Advice created on 09/16/2022 09:27:12 and created by Jeffrey Minderhoud ***
1: Reviewing attachment, thank you.

*** Web - Advice created on 09/16/2022 09:30:56 and created by Jeffrey Minderhoud ***
1: Thank you for the video of the valve train, it looks clean with no sludge.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 09/16/2022 09:34:31 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/16/2022 09:34:32 ***
PWA has been authorized by Jeffrey Minderhoud

*** 09/16/2022 09:34:32 ***
Case closed by Jeffrey Minderhoud with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,503

Prod Date: 09/18/2014 **Warranty Start Date:** 04/11/2015

Dealer/Contact Data:

Dealer: MD042 Bayside Kia of Waldorf

Phone: 3016451711 **FAX:** 3018435916

Contact: Andy Wood **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/08/2022 09:15:41 ***
Contact = Andy Wood, Priority = Standard, Sub Status = Dispatched

*** 09/08/2022 09:15:41 ***
Web - Problem Description created on 09/08/2022 09:15:41 and created by Andy Wood
CUSTOMER STATES VEHICLE HAS OIL LEAKING

*** 09/08/2022 09:15:41 ***
Web - Diagnostics created on 09/08/2022 09:15:41 and created by Andy Wood
RAISED VEHICLE ONTO LIFT FOUND SIGNS OF OIL ALONG BANK ONE HEADGASKET AREA HAVE SEEN THIS ON THE V6 ENGINE WHERE HEADBOLTS HAVE PULLED THREADS OUT OF BLOCK SENT PICTURES SEE ATTACHMENTS. WHAT IS NEXT STEP FOR WARRANTY REPAIR UNDER POWERTRAIN WARRANTY

*** 09/08/2022 09:17:51 ***
E93CA9B0-A2FE-49C8-9EAD-9138FA7649F0.jpeg added by Andy Wood on 09/08/2022 09:17:50

*** 09/08/2022 09:17:52 ***
70188154-1DC3-410E-AA7A-9C7C8D88289A.jpeg added by Andy Wood on 09/08/2022 09:17:51

*** 09/08/2022 09:17:54 ***
195D01A6-A71E-4BB7-B74A-1F0D15398FAD.jpeg added by Andy Wood on 09/08/2022 09:17:52

*** 09/08/2022 09:17:55 ***
A24C1D8B-6629-4F1B-91C9-AA7AF419BAA7.jpeg added by Andy Wood on 09/08/2022 09:17:54

*** 09/08/2022 09:17:56 ***
95890E78-8FCB-4C6F-BAB2-5B3183A83CA6.jpeg added by Andy Wood on 09/08/2022 09:17:55

*** 09/08/2022 09:17:58 ***
BAF00F48-AF6B-4C04-94F6-BA1FD3006F5E.jpeg added by Andy Wood on 09/08/2022 09:17:57

*** 09/09/2022 15:30:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/09/2022 15:32:10 and created by John Nguyen ***
1: Andy, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 09/14/2022 10:04:29 ***
Web - Note created on 09/14/2022 10:04:29 and created by Andy Wood
vehicle will be taken apart by weeks end will update case with findings

*** Web - Advice created on 09/14/2022 10:07:45 and created by John Nguyen ***
<For Internal Use Only
.>

*** 09/16/2022 11:44:45 ***
Web - Note created on 09/16/2022 11:44:45 and created by Andy Wood
Uploaded pictures of headbolts that pulled threads

*** 09/16/2022 11:44:47 ***
2FAD0137-1579-42F1-9A5E-67F1EC6AEF30.jpeg added by Andy Wood on 09/16/2022 11:44:46

*** 09/16/2022 11:44:48 ***
A800CEEE-E449-40DE-9EF2-28CDA12E783F.jpeg added by Andy Wood on 09/16/2022 11:44:47

*** Web - Advice created on 09/16/2022 11:46:18 and created by John Nguyen ***
1: Andy, I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 09/16/2022 11:46:53 ***
PWA Case created for RA Case 15034091 by John Nguyen

*** 09/16/2022 11:46:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,107

Prod Date: 08/15/2014 **Warranty Start Date:** 09/22/2014

Dealer/Contact Data:

Dealer: WA031 Steve Hahn's Kia

Phone: 5092484700 **FAX:** 5095751194

Contact: Andrew Johnston **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 09/13/2022 14:15:43 ***
Contact = Andrew Johnston, Priority = Standard, Sub Status = Dispatched

*** 09/13/2022 14:15:44 ***
Web - Problem Description created on 09/13/2022 14:15:44 and created by Andrew Johnston
Customer states vehicle overheating.

*** 09/13/2022 14:15:44 ***
Web - Diagnostics created on 09/13/2022 14:15:44 and created by Andrew Johnston
Was able to duplicate concern. Used a cylinder block tester and verified exhaust gasses in the cooling system. Also verified that while the engine is running there are bubbles in the coolant reservoir.

*** 09/13/2022 14:16:48 ***
Web - Note created on 09/13/2022 14:16:48 and created by Andrew Johnston
Also inspected the cylinder heads could not see any signs of coolant leaks on the outside of the engine or around the exhaust manifolds.

*** 09/13/2022 14:27:24 ***
IMG_5654.MOV added by Andrew Johnston on 09/13/2022 14:26:57

*** Service Alert Escalated to CA as: 15044285 on 09/14/2022 01:06:09 (PST)

*** 09/15/2022 09:05:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/15/2022 09:06:53 and created by Eddie Milton ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head

bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 09/16/2022 10:55:08 ***
Web - Note created on 09/16/2022 10:55:08 and created by Andrew Johnston
Pulled the RH cans and first bolt I check was loose.

*** 09/16/2022 10:55:25 ***
IMG_5676.MOV added by Andrew Johnston on 09/16/2022 10:55:09

*** 09/16/2022 11:16:02 ***
Web - Note created on 09/16/2022 11:16:02 and created by Andrew Johnston
Also took a video showing the threads of the removed bolt

*** 09/16/2022 11:16:09 ***
IMG_5677.MOV added by Andrew Johnston on 09/16/2022 11:16:03

*** Web - Advice created on 09/16/2022 12:55:51 and created by Eddie Milton ***
1: Thank you very much, sir. I have generated and approved a PWA case for you.

*** 09/16/2022 12:55:57 ***
PWA Case created for RA Case 15043311 by Eddie Milton

*** 09/16/2022 12:55:57 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,165

Prod Date: 05/17/2018 **Warranty Start Date:** 06/30/2018

Dealer/Contact Data:

Dealer: FL039 Lokey Kia

Phone: 7277994499 **FAX:** 7273731136

Contact: Adam Donoho **Contact Title:** Exclusive Kia Technician **Service District:** SO14

Case Details:

Case Title: Engine - Overheats # Stripped Head Bolts Case for Warranty

Symptom: No Compression **DTC:**

System: Engine Mechanical

Component: Engine/Transmission

Resolution:

Case History

*** 09/06/2022 12:28:42 ***
Contact = Adam Donoho, Priority = Standard, Sub Status = Dispatched

*** 09/06/2022 12:28:42 ***
Web - Problem Description created on 09/06/2022 12:28:42 and created by Adam Donoho
CAR KEEPS OVERHEATING

*** 09/06/2022 12:28:42 ***
Web - Diagnostics created on 09/06/2022 12:28:42 and created by Adam Donoho
found bank 1 head gasket leaking causing vehicle to over heat while reassembling threads pulled out of block on two of the headbolts during initial torque setting

*** Service Alert Escalated to CA as: 15030455 on 09/07/2022 01:07:23 (PST)

*** 09/07/2022 13:55:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/07/2022 13:55:58 and created by Eddie Milton ***
1: Please attach a video showing the bolts will not torque down.

*** 09/16/2022 13:54:45 ***
IMG_9802.MOV added by Adam Donoho on 09/16/2022 13:54:38

*** 09/16/2022 13:55:02 ***
Web - Note created on 09/16/2022 13:55:02 and created by Adam Donoho
Attached video

*** Web - Advice created on 09/16/2022 14:47:59 and created by Eddie Milton ***

1: Thank you. I have generated and approved a PWA case for you.

*** 09/16/2022 14:48:06 ***
PWA Case created for RA Case 15029247 by Eddie Milton

*** 09/16/2022 14:48:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,934

Prod Date: 09/23/2013 **Warranty Start Date:** 02/18/2014

Dealer/Contact Data:

Dealer: IL050 Kia of Bradley

Phone: 8159321000 **FAX:** 8159285129

Contact: Michael Willett **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 09/22/2022 13:38:08 ***
Contact = Michael Willett, Priority = Standard, Sub Status = Dispatched

*** 09/22/2022 13:38:08 ***
Web - Problem Description created on 09/22/2022 13:38:08 and created by Michael Willett
head gasket leaking, removed head , one head bolt loose pulled threads.

*** 09/22/2022 13:38:09 ***
Web - Diagnostics created on 09/22/2022 13:38:08 and created by Michael Willett
removed head

*** 09/23/2022 09:56:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/23/2022 09:57:49 and created by Jesus Rodriguez ***
1: please attach a continuous video of the area with the leak and how far low it goes. then showcase the headbolts with the pulled threads.

*** 09/26/2022 06:41:55 ***
20220926_084017.mp4 added by Michael Willett on 09/26/2022 06:41:46

*** Web - Advice created on 09/26/2022 10:00:11 and created by Jesus Rodriguez ***
1: its hard to see where the leak was on the video. where was it leaking exactly and what fluid was leaking? oil or coolant?

*** 09/26/2022 10:58:05 ***
Web - Note created on 09/26/2022 10:58:05 and created by Michael Willett
Leaking oil.. from head gasket, head bolt that runs threw oil gally left corner. Block is stripped threads pulled.

*** Web - Advice created on 09/26/2022 11:00:47 and created by Jesus Rodriguez ***
1: can you attach the current RO for this vehicle?

*** 09/26/2022 11:10:37 ***
1664215722832627592279773875375 1.jpg added by Michael Willett on 09/26/2022 11:10:36

*** Web - Advice created on 09/26/2022 12:04:21 and created by Jesus Rodriguez ***
1: attach the WHOLE RO please

please attach a photo of the oil level on the dipstick

please create and upload a fresh VDN over known good wifi to the case

*** 09/27/2022 06:35:05 ***
Web - Note created on 09/27/2022 06:35:04 and created by Michael Willett
Sorry about miscommunication but I found stripped bolt when I removed head. I removed oil before tear down.

*** 09/27/2022 06:35:05 ***
Screenshot_20220927-082804.png added by Michael Willett on 09/27/2022 06:35:05

*** 09/27/2022 06:35:06 ***
16642854740059800137 69.jpg added by Michael Willett on 09/27/2022 06:35:06

*** Web - Advice created on 09/27/2022 08:30:31 and created by Jesus Rodriguez ***
1: i know this seems redundant but can you please attach a photo of the oil level on the dipstick

*** 09/27/2022 12:55:13 ***
16643084441359412147 81.jpg added by Michael Willett on 09/27/2022 12:55:12

*** Web - Advice created on 09/27/2022 13:25:57 and created by Jesus Rodriguez ***
1: based on the information you have provided go ahead and replace the engine under powertrain warranty. I will now create a PWA for you.

*** 09/27/2022 13:26:17 ***
PWA Case created for RA Case 15062070 by Jesus Rodriguez

*** 09/27/2022 13:26:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,786

Prod Date: 05/24/2013 **Warranty Start Date:** 03/13/2014

Dealer/Contact Data:

Dealer: NY128 Kia of West Nyack

Phone: 8453531919 **FAX:** 8453534296

Contact: Jorge Mizhquiri **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PT still validblock check-leak

Case History

*** 09/29/2022 08:16:47 ***
Contact = Jorge Mizhquiri, Priority = Standard, Sub Status = Dispatched

*** 09/29/2022 08:16:47 ***
Web - Problem Description created on 09/29/2022 08:16:47 and created by Jorge Mizhquiri
CUSTOMER STATES VEHICLE RUNNING ROUGH AND WHITE SMOKE COMING OUT OF EXHAUST.

*** 09/29/2022 08:16:48 ***
Web - Diagnostics created on 09/29/2022 08:16:48 and created by Jorge Mizhquiri
TECH DUPLICATED CUSTOMER CONCERN AND FOUND NO COOLANT IN RESVOIR AND WHITE SMOKE SMELLED LIKE COOLANT, TECH RAISED VEHICLE ON THE LIFT AND FOUND HEAD GASKET LEAKING FROM BANK2.AND BANK 1.

*** 09/29/2022 14:51:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/29/2022 14:54:02 and created by Jesus Rodriguez ***
1: please attach a continuous video of the VIN plate and a block check. start the block check test on step 2 on PROCEDURE section from TB022

add a video of the area from the leak too.

*** Service Alert Escalated to CA as: 15075882 on 09/30/2022 01:04:36 (PST)

*** 10/03/2022 05:54:24 ***
IMG_1829.MOV added by Jorge Mizhquiri on 10/03/2022 05:53:43

*** 10/03/2022 06:09:04 ***

Web - Note created on 10/03/2022 06:09:04 and created by Jorge Mizhquiri
ATTACHED PICTURE AND WAITING ON BLOCK CHECKER

*** 10/03/2022 06:42:57 ***
EE63A82B-8816-48AF-B8DB-76108C5A454A.jpeg added by Jorge Mizhquiri on 10/03/2022 06:42:56

*** Web - Advice created on 10/03/2022 09:10:47 and created by Jesus Rodriguez ***
1: can you attach a video of the block check as outlined above please?

*** 10/07/2022 05:32:04 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: PT still validblock check-leak area?

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,077

Prod Date: 01/08/2014 **Warranty Start Date:** 06/09/2014

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Kyle Marchi **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: MIL - PCM # P0019 - P0302 - P0306

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: No repair - denied coverage.

Case History

*** 10/04/2022 09:31:51 ***
Contact = Kyle Marchi, Priority = Standard, Sub Status = Dispatched

*** 10/04/2022 09:31:52 ***
Web - Problem Description created on 10/04/2022 09:31:51 and created by Siebel eSupport
Check engine light on. Engine running rough.

*** 10/04/2022 09:31:52 ***
Web - Diagnostics created on 10/04/2022 09:31:52 and created by Siebel eSupport
CONFIRMED CHECK ENGINE LIGHT ON AND ENGINE RUNNING ROUGH. PERFORMED KDS ALL SYSTEM DTC SCAN B28VAWA029221004003I HISTORY P0019 CRANK/CAM CORRELATION BANK 2 EXHAUST, P0302 MISFIRE CYL 2, P0306 MISFIRE CYL 6. USING KDS LIVE DATA, INSPECTED ALL CAMSHAFT DESIRED AND ACTUAL POSITIONS AS WELL AS MISFIRE DATA. INSPECTION FOUND EXCESSIVE DEVIATION IN ALL CAMSHAFTS BANK 1 AND 2. ENGINE REGISTERING MISFIRES ON CYLINDERS 2,4,6. ALL CYLINDERS BANK 2. NO MISFIRES REGISTERED ON CYLINDERS 1,3,5. PERFORMED ENGINE BLOCK COMBUSTION LEAK TEST. TEST RESULT - FAIL - FLUID CHANGES COLOR. RETESTED WITH NEW BOTTLE OF FLUID. SAME RESULT. SUSPECT CYLINDER BLOCK HEAD BOLT THREAD FAILURE. ATTACHED PHOTOS OF TESTS.

*** 10/04/2022 09:34:00 ***
20221004_084740.jpg added by Kyle Marchi on 10/04/2022 09:33:59

*** 10/04/2022 09:34:01 ***
20221004_083727.jpg added by Kyle Marchi on 10/04/2022 09:34:00

*** Service Alert Escalated to CA as: 15083853 on 10/05/2022 01:05:09 (PST)

*** 10/05/2022 12:43:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/05/2022 12:47:18 and created by Brian Lall ***
1: Thanks for letting me know what you found. What is the engine oil level and condition, and what is the coolant level? Did the customer have any overheating concerns or did they notice the vehicle overheating? I know you have a failed block test, but please attach the FFD to the case then clear the DTCs and take an all data engine flight recording capturing the start up and a short test drive and attach it to the case. Thanks.

*** 10/10/2022 09:26:10 ***
Web - Note created on 10/10/2022 09:26:09 and created by Kyle Marchi
Oil level full and appears normal. Coolant reservoir at minimum. Attached FFD and Flight Recording

*** 10/10/2022 09:26:10 ***
FFD_ P0019_2210100904.txt added by Kyle Marchi on 10/10/2022 09:26:10

*** 10/10/2022 09:26:10 ***
FFD_ P0302_2210100904.txt added by Kyle Marchi on 10/10/2022 09:26:10

*** 10/10/2022 09:26:10 ***
SORENTO(XM)_ENGINE_221010-090934.GSR added by Kyle Marchi on 10/10/2022 09:26:10

*** 10/10/2022 09:26:11 ***
SORENTO(XM)_221010-090410.PDF added by Kyle Marchi on 10/10/2022 09:26:11

*** Web - Advice created on 10/12/2022 06:26:30 and created by Brian Lall ***
1: In the flight recording I can see about a 2-3º change without the desired position change on the intake and exhaust cams so I suspect there may be play in the timing chain. Please remove the bank 2 valve cover and check for any loose head bolts and for excessive play in the timing chain. let me know what you find and take pictures or videos of any damage and attach them to the case for documentation. Thanks.

*** Case has been auto closed by the system on 10/28/2022 01:15:30 (PST)
*** 11/23/2022 12:33:50 ***
Case Number: XXXXXXXX Reopen Requested by Kyle Marchi.
Reason: [Began tear down. Significant signs of sludge on valvetrain. Requesting reopen for maintenance record and photo uploading for warranty confirmation.]

*** 11/23/2022 12:35:18 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/23/2022 12:35:58 and created by Brian Lall ***
1: Thanks for letting me know what you found. Please take a video showing the VIN and showing the condition of the valve train and inside the valve cover then attach it to the case. Thanks.

*** 11/23/2022 12:59:34 ***
SERVICE HISTORY.Pdf added by Kyle Marchi on 11/23/2022 12:59:33

*** 11/23/2022 13:27:40 ***
20221101_130712.jpg added by Kyle Marchi on 11/23/2022 13:27:38

*** 11/23/2022 13:27:42 ***
20221101_130732.jpg added by Kyle Marchi on 11/23/2022 13:27:40

*** 11/23/2022 13:27:44 ***
20221101_130740.jpg added by Kyle Marchi on 11/23/2022 13:27:43

*** 11/23/2022 13:27:47 ***
20221101_130747.jpg added by Kyle Marchi on 11/23/2022 13:27:45

*** 11/23/2022 13:27:49 ***
20221101_130803.jpg added by Kyle Marchi on 11/23/2022 13:27:48

*** 11/23/2022 13:27:51 ***
20221101_130811.jpg added by Kyle Marchi on 11/23/2022 13:27:50

*** 11/23/2022 13:27:53 ***
20221101_130841.jpg added by Kyle Marchi on 11/23/2022 13:27:51

*** 11/23/2022 13:39:08 ***
Web - Note created on 11/23/2022 13:39:08 and created by Kyle Marchi
Engine is on stand and vehicle is outside. Requested video not possible. Attached photos.

*** 11/23/2022 13:41:58 ***
20221123_134110.jpg added by Kyle Marchi on 11/23/2022 13:41:57

*** Web - Advice created on 11/28/2022 10:25:14 and created by Brian Lall ***
1: There are large gaps in the service records and severe build up in the engine. Unless the customer can provide all oil change records at the correct intervals this should not be warranty. My recommendation is to replace the engine with customer authorization Thanks.

*** 12/05/2022 08:48:34 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: No repair - denied coverage.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,195

Prod Date: 04/02/2014 **Warranty Start Date:** 05/15/2014

Dealer/Contact Data:

Dealer: WV015 A & B Kia

Phone: 3042331480 **FAX:** 3042182273

Contact: Timothy McLaughlin **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolts Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: vdn ok dip ok threads ok PT

Case History

*** 10/04/2022 10:49:26 ***
Engine Diagnosis updated on 10/4/2022 10:49:26 and updated by Siebel eSupport

*** 10/04/2022 10:57:59 ***
Contact = Timothy McLaughlin, Priority = Standard, Sub Status = Dispatched

*** 10/04/2022 10:57:59 ***
Web - Problem Description created on 10/04/2022 10:49:26 and created by Timothy McLaughlin
customer states no heat

*** 10/04/2022 10:57:59 ***
Web - Diagnostics created on 10/04/2022 10:49:27 and created by Timothy McLaughlin
vehicle in scanned all systems no dtcs found oil coolant mix in coolant over flow bottle and in radiator all coolant lines are soft no coolant in oil. removed valve covers and found 3 head bolts spinning with ratchet video attached believe head bolts pulled threads out of engine block.

*** 10/04/2022 10:58:26 ***
20221004_130652[1].mp4 added by Timothy McLaughlin on 10/04/2022 10:58:00

*** 10/04/2022 10:58:27 ***
20221004_130849[1].jpg added by Timothy McLaughlin on 10/04/2022 10:58:26

*** 10/05/2022 14:00:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/05/2022 14:02:49 and created by Jesus Rodriguez ***
1: Hi Tim, please removed the bolts and attach a photo of the threads

*** 10/06/2022 07:07:03 ***
Web - Note created on 10/06/2022 07:07:02 and created by Timothy McLaughlin

attached picture of head bolts

*** 10/06/2022 07:07:05 ***
20221006_100127[1].jpg added by Timothy McLaughlin on 10/06/2022 07:07:04

*** Web - Advice created on 10/06/2022 08:20:41 and created by Jesus Rodriguez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I will now close the case.

*** 10/06/2022 08:20:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/06/2022 08:20:46 ***
PWA has been authorized by Jesus Rodriguez

*** 10/06/2022 08:20:47 ***
Case closed by Jesus Rodriguez with Resolution Code : Faulty Component
[Resolution Summary]
vdn ok dip ok threads ok PT still valid

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,674

Prod Date: 09/06/2013 **Warranty Start Date:** 12/29/2013

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: Eric Fiscel **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/05/2022 12:57:08 ***
Contact = Eric Fiscel, Priority = Standard, Sub Status = Dispatched

*** 10/05/2022 12:57:08 ***
Engine Diagnosis updated on 10/5/2022 12:57:8 and updated by Siebel eSupport

*** 10/05/2022 12:57:08 ***
Web - Problem Description created on 10/05/2022 12:57:08 and created by Eric Fiscel
customer states vehicle is overheating.

*** 10/05/2022 12:57:08 ***
Web - Diagnostics created on 10/05/2022 12:57:08 and created by Eric Fiscel
verify concern. found coolant leak at corner of front head. remove valve cover, found headbolt lost torque/threads stripped.

*** 10/05/2022 13:10:02 ***
20221005_121517.jpg added by Eric Fiscel on 10/05/2022 13:10:02

*** 10/05/2022 13:10:12 ***
20221005_121700.mp4 added by Eric Fiscel on 10/05/2022 13:10:03

*** 10/05/2022 13:10:14 ***
1665000402022799242409836669708 6.jpg added by Eric Fiscel on 10/05/2022 13:10:12

*** 10/05/2022 13:25:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 10/05/2022 13:54:17 and created by Michael Longbehn ***
1: Hello Eric,

For documentation purpose can I get a video of the head bolt stripped out? Please include the VIN as well thanks.

*** 10/05/2022 15:16:56 ***
20221005_150530.mp4 added by Eric Fiscel on 10/05/2022 15:16:49

*** 10/05/2022 15:17:57 ***
Web - Note created on 10/05/2022 15:17:57 and created by Eric Fiscel
I have attached a video of the stripped head bolt.

*** Web - Advice created on 10/05/2022 15:27:13 and created by Michael Longbehn ***
1: Thank you for the updated video. Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/05/2022 15:27:20 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/05/2022 15:27:21 ***
PWA has been authorized by Michael Longbehn

*** 10/05/2022 15:27:21 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 31,160

Prod Date: 05/29/2018 **Warranty Start Date:** 07/31/2019

Dealer/Contact Data:

Dealer: AL035 Kia of Auburn

Phone: 3343297451 **FAX:** 3343297446

Contact: Jared Terrell **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Cylinder Head Bank 2

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: PT- ok no loose head

Case History

*** 10/06/2022 11:09:46 ***
Contact = Jared Terrell, Priority = Standard, Sub Status = Dispatched

*** 10/06/2022 11:09:46 ***
Web - Problem Description created on 10/06/2022 11:09:46 and created by Jared Terrell
during 30k general maint/ service i smelled coolant and found a coolant leak on bank 2 from what appears to be a exhaust manifold stud??

*** 10/06/2022 11:09:47 ***
Web - Diagnostics created on 10/06/2022 11:09:47 and created by Jared Terrell
cleaned area and customer had to leave, asked customer to return in a few days to further inspect area and found coolant leak/build up around exhaust manifold stud area.

i will upload pictures ASAP

*** 10/06/2022 11:18:22 ***
20221006_131233.jpg added by Jared Terrell on 10/06/2022 11:18:20

*** 10/06/2022 11:18:51 ***
20221006_131342.jpg added by Jared Terrell on 10/06/2022 11:18:50

*** 10/06/2022 11:21:20 ***
20221006_131249.jpg added by Jared Terrell on 10/06/2022 11:21:18

*** 10/07/2022 15:31:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/07/2022 15:37:39 and created by Martin Lopez ***
1: Hello Jared,
Please perform a block test.

Please let the vehicle cool down a bit and please remove the radiator cap, start the engine and lower the coolant level a bit and run the vehicle until the coolant is visible but low in the radiator. Then perform a Block check as the RPM's are at 1500 and perform the check and see if the color changes on the fluid.

*** Case has been auto closed by the system on 10/23/2022 01:08:13 (PST)
*** 10/27/2022 07:22:27 ***
Case Number: XXXXXXXX Reopen Requested by Jared Terrell.
Reason: [vehicle has returned for diagnosis to perform block test]

*** 10/27/2022 07:54:47 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/27/2022 07:55:45 and created by Martin Lopez ***
1: Thanks for the update.
Please perform the block test and reports your findings.
Attach a video with VIN.
Thanks.

*** 10/27/2022 11:30:37 ***
Web - Note created on 10/27/2022 11:30:37 and created by Jared Terrell
Performed block test 3 seperate times and all test results PASSED
Fluid did not change color

*** 10/27/2022 11:30:59 ***
20221027_132504.mp4 added by Jared Terrell on 10/27/2022 11:30:38

*** Web - Advice created on 10/27/2022 11:37:07 and created by Martin Lopez ***
1: Thanks for the info,
- Perform a coolant pressure test, note if system holds pressure or leaks become present.
-How's the oil condition? The coolant level?
- Do the fans actuate on/off
- Also does vehicle over heat?

*** 10/27/2022 13:18:17 ***
Web - Note created on 10/27/2022 13:18:16 and created by Jared Terrell
Vehicle does not over heat
Vehicle fans are working correctly
Coolant level OK
Oil condition is good.

Failed pressure test. Pressure will not hold @ 15psi
Looks like the bottom middle exhaust manifold stud is leaking

Will send picture

*** 10/27/2022 13:18:18 ***
20221027_151142.jpg added by Jared Terrell on 10/27/2022 13:18:17

*** Web - Advice created on 10/27/2022 14:58:39 and created by Martin Lopez ***
1: Thank you for the information.
Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 10/31/2022 10:25:30 ***
Web - Note created on 10/31/2022 10:25:30 and created by Jordan Lawson
Customer is requesting a rental vehicle while we work to diagnose their vehicle. Am I authorized to put them in a rental vehicle at this point?

*** Web - Advice created on 10/31/2022 10:47:52 and created by Martin Lopez ***
1: Jordan,
Please contact your DPSM for any rental authorizations.

*** Service Alert Escalated to CA as: 15137099 on 11/02/2022 01:04:51 (PST)

*** Web - Advice created on 11/09/2022 10:39:32 and created by Tony Thomas ***
<For Internal Use Only
SA>

*** 11/16/2022 09:47:07 ***
Web - Note created on 11/16/2022 09:47:07 and created by Christopher Chapa
I removed the exhaust manifold studs on there was no signs of coolant on the studs or in the manifold stud holes. I removed the head bolts and no engine threads came out with the bolts. I'm not sure where the coolant leak is . I don't see any casting issues or cracks in the head. Will send pictures

*** 11/16/2022 09:54:37 ***
FD28CCA3-436A-4EAD-B970-F365975D572E.jpeg added by Christopher Chapa on 11/16/2022 09:54:36

*** 11/16/2022 09:54:39 ***
151EC689-DC1B-4B24-990A-7E2CD10AD7C6.jpeg added by Christopher Chapa on 11/16/2022 09:54:37

*** 11/16/2022 09:54:40 ***
24405CEA-0084-40DF-B0AF-DEF1892EBB6C.jpeg added by Christopher Chapa on 11/16/2022 09:54:39

*** 11/16/2022 09:54:42 ***
856517FE-24DF-4A35-9935-215FA5632FCC.jpeg added by Christopher Chapa on 11/16/2022 09:54:40

*** Web - Advice created on 11/16/2022 10:08:24 and created by Martin Lopez ***
1: Where any of the head bolts loose when coming off?
Can you re-torque the head bolts back down to specifications?

*** 11/16/2022 14:14:15 ***
Web - Note created on 11/16/2022 14:14:15 and created by Christopher Chapa
Head bolts were not loose. Was able to re-torque the head. Doubt it will torque again based or past experience

*** Web - Advice created on 11/16/2022 15:16:31 and created by Martin Lopez ***
1: Please inspect the cylinder head for flatness and warpage. Also check the block for flatness and warpage.

*** 11/21/2022 11:17:46 ***
Web - Note created on 11/21/2022 11:17:46 and created by Christopher Chapa
Put a straight edge on both the block and head. Neither are warped

*** Web - Advice created on 11/21/2022 11:23:22 and created by Martin Lopez ***
1: Thanks for the info.
Based on the information provide, recommend replacing the head gasket and re-check for any leaks.

*** Case has been auto closed by the system on 12/07/2022 01:10:15 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,481

Prod Date: 05/15/2014 **Warranty Start Date:** 11/15/2014

Dealer/Contact Data:

Dealer: NY133 Bronx Kia

Phone: 7187770800 **FAX:** 7187778050

Contact: mohamed naanani **Contact Title:** Shop Foreman **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/07/2022 06:56:13 ***
Contact = mohamed naanani, Priority = Standard, Sub Status = Dispatched

*** 10/07/2022 06:56:13 ***
Web - Problem Description created on 10/07/2022 06:56:13 and created by mohamed naanani
Customer state vehicle overheating

*** 10/07/2022 06:56:14 ***
Web - Diagnostics created on 10/07/2022 06:56:14 and created by mohamed naanani
Found engine overheating and bolt come off with treading I attached video for bolt with Vin and radiator please let me know thank you

*** 10/07/2022 06:56:43 ***
20221007_093922.mp4 added by mohamed naanani on 10/07/2022 06:56:14

*** 10/08/2022 09:38:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/08/2022 09:46:49 and created by Jerry Gossling ***
1: Mohamed,
Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you

2: Note,
The radiator, all coolant hoses, bypass hoses, heater hoses will require replacement.
The reservoir will need to be thoroughly cleaned out.

Any rubber component that came in contact with the oil contamination will need to be replaced.
The heater-core will need to be thoroughly flushed out with liquid detergent & hot water several times OR replaced.
You will need to contact your DPSM for authorization of these additional repairs.
3: The damaged caused by the head gasket leaking is consider collateral damage.
Thank you

*** 10/08/2022 09:47:13 ***
PWA Case created for RA Case 15089341 by Jerry Gossling

*** 10/08/2022 09:47:13 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,509

Prod Date: 09/17/2013 **Warranty Start Date:** 01/18/2014

Dealer/Contact Data:

Dealer: CA261 Capitol Kia

Phone: 4082665900 **FAX:** 4084487817

Contact: Jason Bautista **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Stripped Headbolts

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 10/11/2022 08:55:46 ***
Contact = Jason Bautista, Priority = Standard, Sub Status = Dispatched

*** 10/11/2022 08:55:46 ***
Web - Problem Description created on 10/11/2022 08:55:46 and created by Jason Bautista
C/S VEHICLE LOST POWER AND VAPOR CAME OUT FROM HOOD

*** 10/11/2022 08:55:47 ***
Web - Diagnostics created on 10/11/2022 08:55:47 and created by Jason Bautista
VERIFIED LARGE COOLANT LEAK. CYL. HEAD GASKET LEAKING. COOLANT IN OIL AND EXHUAST CAN BE SEEN COMING FROM RADIATOR ATTACHED VIDEOS TO CASE

*** 10/11/2022 08:57:20 ***
Snapchat-2059614255.mp4 added by Jason Bautista on 10/11/2022 08:57:16

*** 10/11/2022 08:57:21 ***
20221011_084640.jpg added by Jason Bautista on 10/11/2022 08:57:20

*** 10/11/2022 08:57:22 ***
20221011_084633.jpg added by Jason Bautista on 10/11/2022 08:57:21

*** 10/11/2022 08:57:23 ***
20221011_084533.jpg added by Jason Bautista on 10/11/2022 08:57:22

*** 10/11/2022 13:09:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/11/2022 13:11:12 and created by Jesus Rodriguez ***
1: Hi Jason, can you perform a torque check on the head bolts to see if they threads are bad? please add a video of the torque check and photos of the bolts

*** 10/11/2022 14:24:48 ***
Web - Note created on 10/11/2022 14:24:48 and created by Jason Bautista
I HAVE NOT YET GOTTEN THAT FAR I WILL UPDATE WHEN I GET TO THE HEAD BOLTS

*** Web - Advice created on 10/11/2022 14:38:22 and created by Jesus Rodriguez ***
1: thanks for the update

*** Service Alert Escalated to CA as: 15097124 on 10/12/2022 01:05:47 (PST)

*** 10/13/2022 15:25:11 ***
Web - Note created on 10/13/2022 15:25:11 and created by Jason Bautista
Verified 1 of the head bolts came out wokth the threads. See video.

*** 10/13/2022 15:25:21 ***
20221013_151718.mp4 added by Jason Bautista on 10/13/2022 15:25:11

*** Web - Advice created on 10/13/2022 15:45:33 and created by Jesus Rodriguez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. I will now close the case.

*** 10/13/2022 15:45:42 ***
PWA Case 15101521 created by Jesus Rodriguez

*** 10/13/2022 15:45:47 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,377

Prod Date: 05/19/2014 **Warranty Start Date:** 04/24/2015

Dealer/Contact Data:

Dealer: PA024 C. Harper Kia

Phone: 7249292900 **FAX:** 7249392953

Contact: Robert Preston **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/13/2022 03:13:03 ***
Engine Diagnosis updated on 10/13/2022 3:13:3 and updated by Siebel eSupport

*** 10/13/2022 03:21:49 ***
Contact = Robert Preston, Priority = Standard, Sub Status = Dispatched

*** 10/13/2022 03:21:50 ***
Web - Problem Description created on 10/13/2022 03:13:03 and created by Robert Preston
Owner states check engine light is on and vehicle is running rough.

*** 10/13/2022 03:21:50 ***
Web - Diagnostics created on 10/13/2022 03:13:04 and created by Robert Preston
MIL on, P0300, P0302, P0304 stored. White smoke from exhaust. Oil level and condition good but coolant is oil contaminated and is over full in bottle. Cylinders 2 and 4 spark plugs wet. Performed cylinder leakdown tests on front cylinders(2,4,6) and found all 3 cylinders leaking pressure to each adjacent cylinder and to the cooling system, causing the coolant reservoir to bubble. Coolant hoses ballooned from pressure.

Suspect loose head bolts/pulled threads in block.

*** 10/13/2022 03:22:04 ***
20221013_055419.mp4 added by Robert Preston on 10/13/2022 03:21:51

*** 10/13/2022 03:25:41 ***
Web - Note created on 10/13/2022 03:25:41 and created by Robert Preston
Attached video of cylinder 4 leakdown. I also have videos of the other cylinders, but 4 seemed to be the worst. I did not remove the plenum to check the rear(1,3,5) cylinders.

*** 10/14/2022 10:21:17 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/14/2022 12:53:43 and created by Tony Thomas ***
1: PWA is for approvals only and you need to verify the head bolt issue and proper maintenance before approval can be granted.

*** Service Alert Escalated to CA as: 15095586 on 10/15/2022 01:03:13 (PST)
*** 10/20/2022 03:33:22 ***
Web - Note created on 10/20/2022 03:33:22 and created by Robert Preston
Disassembled engine for inspection. The 4 head bolts around cylinder 4 and 2 bolts between cylinders 3 and 5 all were loose and pulled the threads when removed. Inspected cylinder head flatness and can easily fit a .002" feeler gauge under the straight edge on the gasket surface between cylinders 2 and 4(spec is. 0019"). A .003" feeler will not fit. Bank one head checks ok. There was some coolant intrusion into the oil, but not extreme. The cam journal and the cylinder heads appear ok. The inside of the engine is clean. Vehicle appears to have been serviced at another nearby dealer.

*** 10/20/2022 03:33:24 ***
166626074202314338793128698374 25.jpg added by Robert Preston on 10/20/2022 03:33:23

*** 10/20/2022 03:33:25 ***
166626148083553786737623157360 32.jpg added by Robert Preston on 10/20/2022 03:33:24

*** 10/20/2022 03:33:26 ***
166626153625638254845600246718 30.jpg added by Robert Preston on 10/20/2022 03:33:25

*** 10/20/2022 03:33:27 ***
166626157559657141926124141530 87.jpg added by Robert Preston on 10/20/2022 03:33:26

*** 10/20/2022 03:33:28 ***
166626161040250434084414942737 88.jpg added by Robert Preston on 10/20/2022 03:33:28

*** 10/20/2022 03:34:27 ***
Web - Note created on 10/20/2022 03:34:27 and created by Robert Preston
Attached photos of head bolts with pulled threads, internal engine components, and drained oil.

*** Web - Advice created on 10/20/2022 05:11:52 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage (e.g. piston disintegrated, valves broken, rod through the block, seized engine / large particles/metal debris in the oil pan) do not reuse the original intake manifold or oil pump/BSM; replace the intake manifold and the oil pump/BSM with a new one referring to ENG084.

*** 10/20/2022 05:11:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/20/2022 05:12:00 ***
PWA has been authorized by Tony Thomas

*** 10/20/2022 05:12:01 ***
Case closed by Tony Thomas with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,174

Prod Date: 10/22/2014 **Warranty Start Date:** 11/28/2014

Dealer/Contact Data:

Dealer: SC009 Galeana Kia

Phone: 8037797300 **FAX:** 8032512086

Contact: Joshua Castle **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/14/2022 10:50:20 ***
Engine Diagnosis updated on 10/14/2022 10:50:20 and updated by Siebel eSupport

*** 10/14/2022 10:54:42 ***
Contact = Joshua Castle, Priority = Standard, Sub Status = Dispatched

*** 10/14/2022 10:54:42 ***
Web - Problem Description created on 10/14/2022 10:50:20 and created by Joshua Castle
customer states engine is leaking coolant and has burning coolant smell. found rear head leaking coolant at head gasket. head bolts have stretched and released tension or have backed out allowing head to warp and coolant to leak from gasket. requesting authorization to replace engine with a new long block if available or build short block if necessary. attaching pictures of rear of engine showing coolant leak at head gasket, picture of repair order and picture of dipstick showing oil level is full. thank you

*** 10/14/2022 10:54:42 ***
Web - Diagnostics created on 10/14/2022 10:50:20 and created by Joshua Castle
na

*** 10/15/2022 09:08:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 10/15/2022 09:34:07 and created by Michael Longbehn ***
1: Hello Joshua,

Thank you for the information. The mileage and the yr of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If

either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.
3: `

*** 10/17/2022 05:55:09 ***
Web - Note created on 10/17/2022 05:55:09 and created by Joshua Castle
What kind of time am I looking at for teardown? I will have to pull the engine to perform this procedure and I know Kia is not going to pay me to remove the engine and disassemble timing system just to get to the head bolts.

*** Web - Advice created on 10/17/2022 08:43:38 and created by Michael Longbehn ***
1: Hello Joshua,

Techline does not have any information on any labor time. Techline just advise on what is needed by warranty for documentation. IF you have any questions or concern about your labor time and I believe reaching out to your dpsm and or service manager about what techline is requesting should be substantial enough for proper labor diag compensation. Thanks.

*** Web - Advice created on 10/17/2022 08:59:59 and created by Michael Longbehn ***
1: I was advised by upper management that the heads on the engine will need to remove regardless. You will need DPSM approval if the head bolts are damaged.

*** Service Alert Escalated to CA as: 15117867 on 10/22/2022 01:04:53 (PST)

*** 10/24/2022 13:35:56 ***
Web - Note created on 10/24/2022 13:35:56 and created by Joshua Castle
Attempted to tighten head bolts at leak and found they don't tighten down. Attempted to tighten to 75 ft lbs. attaching video of attempt to tighten and pictures of head bolts removed with threads from block still attached to bolts. Rear head is stripped and warped.

*** 10/24/2022 13:35:59 ***
B5EA4675-8BD9-4B07-91EB-81DC2B1CB2C2.jpeg added by Joshua Castle on 10/24/2022 13:35:57

*** 10/24/2022 13:36:01 ***
E0601AAC-3FF8-45ED-A9B6-C68FC113E0BC.jpeg added by Joshua Castle on 10/24/2022 13:36:00

*** 10/24/2022 13:36:17 ***
IMG_0606.MOV added by Joshua Castle on 10/24/2022 13:36:02

*** Web - Advice created on 10/24/2022 13:58:38 and created by Michael Longbehn ***
1: Thank you for the photo and video.

How is the condition of the cylinder head? have you straight edged the bottom of the cylinder head to check for warpage?

*** 10/24/2022 14:13:59 ***
Web - Note created on 10/24/2022 14:13:58 and created by Joshua Castle
head is still in vehicle and attached by upper row of head bolts and still attached to front cover, only one bolt was tight on the bottom row of the head with the amount of coolant it was leaking i would say its fair to assume that some warpage may be present. if a long block can be ordered can long block be used?

*** Web - Advice created on 10/24/2022 16:02:16 and created by Michael Longbehn ***
1: Thanks for the update reviewing case.

*** 10/25/2022 06:31:11 ***
Web - Note created on 10/25/2022 06:31:11 and created by Joshua Castle
your're welcome, thank you

*** Web - Advice created on 10/25/2022 07:45:20 and created by Michael Longbehn ***
1: Good morning Joshua,

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

If the heads are not within specs please seek approval from your DPSM for replacement. If the heads are being replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.
2: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

*** 10/28/2022 05:22:37 ***
Web - Note created on 10/28/2022 05:22:36 and created by Joshua Castle
removed and sent heads out to machine shop to check for warpage. machine shop called later yesterday, the head that was leaking due to the stripped bolts is warped and not within spec. the block is unusable as three fastening points for the rear head have no threads left.

*** Web - Advice created on 10/28/2022 07:42:36 and created by Michael Longbehn ***
1: Thank you for the update, I would advise to replace the long block if available with approval of your DPSM.

*** Case has been auto closed by the system on 11/13/2022 01:07:35 (PST)
*** 01/19/2023 12:28:48 ***
Reopened with Sub Status of Working

*** 01/19/2023 12:28:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 01/19/2023 12:28:55 ***
PWA has been authorized by Michael Longbehn

*** 01/19/2023 12:28:56 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,413

Prod Date: 08/14/2014 **Warranty Start Date:** 04/22/2015

Dealer/Contact Data:

Dealer: CA319 Car Pros Kia Moreno Valley

Phone: 9514974500 **FAX:** 9516028143

Contact: Miguel Gonzales **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: stripped head bolts, block

Case History

*** 10/14/2022 15:38:36 ***
Contact = Miguel Gonzales, Priority = Standard, Sub Status = Assigned

*** 10/14/2022 15:38:36 ***
Engine Diagnosis updated on 10/14/2022 15:38:36 and updated by Siebel eSupport

*** 10/14/2022 15:38:36 ***
Web - Problem Description created on 10/14/2022 15:38:36 and created by Miguel Gonzales
customer stated that the vehicle starts to overheat, i checked for codes and found codes p0300 p0301 and p0303, i performed a block check and found that combustion chamber gases were present in the cooling system, i then removed bank 1 valve cover and cams to verify torque on the head bolts and found blots spin freely with little effort.

*** 10/14/2022 15:38:37 ***
Web - Diagnostics created on 10/14/2022 15:38:36 and created by Miguel Gonzales
i checked for codes and found codes p0300 p0301 and p0303, i performed a block check and found that combustion chamber gases were present in the cooling system, i then removed bank 1 valve cover and cams to verify torque on the head bolts and found blots spin freely with little effort.

*** 10/14/2022 15:39:07 ***
20221013_150243.mp4 added by Miguel Gonzales on 10/14/2022 15:38:37

*** Web - Advice created on 10/14/2022 15:52:31 and created by Martin Lopez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 10/14/2022 15:52:37 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/14/2022 15:52:38 ***

PWA has been authorized by Martin Lopez

*** 10/14/2022 15:52:38 ***
Case closed by Martin Lopez with Resolution Code : Faulty Component
[Resolution Summary]
stripped head bolts, block side. short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,345

Prod Date: 10/20/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: WA032 West Hills Kia

Phone: 3603771300 **FAX:** 3604731611

Contact: Timothy Knodel **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/14/2022 11:25:54 ***
Contact = Timothy Knodel, Priority = Standard, Sub Status = Dispatched

*** 10/14/2022 11:25:54 ***
Web - Problem Description created on 10/14/2022 11:25:54 and created by Timothy Knodel
CUSTOMER STATES VEHICLE OVERHEATING

*** 10/14/2022 11:25:54 ***
Web - Diagnostics created on 10/14/2022 11:25:54 and created by Timothy Knodel
VERIFIED VEHICLE OVERHEATING. CHECKED COOLANT LEVEL, FOUND NO COOLANT IN RESERVOIR OR RADIATOR. PERFORMED VISUAL INSPECTION, FOUND COOLANT LEAKING AT REAR HEAD GASKET AREA. PERFORMED COMBUSTION LEAK TEST, FOUND EXHAUST GAS DETECTED IN COOLANT. COOLANT LEAKING INTERANLLY & EXTERNALLY. REC. R&R ENGINE DUE TO CYLINDER HEAD/BLOCK WARPAGE. PHOTO OF EXTERNAL COOLANT LEAK ALSO ATTACHED.

*** 10/14/2022 11:25:55 ***
20221013_121943.jpg added by Timothy Knodel on 10/14/2022 11:25:55

*** 10/15/2022 20:43:01 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/15/2022 20:44:09 and created by Greg Phillips ***
1: Timothy, check the cylinders on that bank for excessive coolant. Or check for coolant in the oil. If neither is found, check the head bolts around the leak and see if any are loose. If so check to see if there are block threads on any of the bolts and add a photo.

*** 10/18/2022 12:01:12 ***
Web - Note created on 10/18/2022 12:01:12 and created by Timothy Knodel
Engine torn down to inspect head bolts, found threads pulled out of block. Photo attached

*** 10/18/2022 12:01:15 ***
16661195630438888894267.jpg added by Timothy Knodel on 10/18/2022 12:01:14

*** 10/18/2022 12:50:33 ***
PWA Case created for RA Case 15103228 by Greg Phillips

*** 10/18/2022 12:50:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,295

Prod Date: 06/13/2013 **Warranty Start Date:** 07/12/2013

Dealer/Contact Data:

Dealer: MA053 Dan O'Brien Kia Norwood

Phone: 7817628100 **FAX:** 7812555829

Contact: Don Johnson **Contact Title:** Technician Trainee **Service District:** EA02

Case Details:

Case Title: Unusual Noise - Engine # Knocking

Symptom: Knocking **DTC:**

System: Engine Mechanical

Component: Crank Bearings

Resolution:

Case History

*** 10/18/2022 13:09:43 ***
Contact = Don Johnson, Priority = Standard, Sub Status = Dispatched

*** 10/18/2022 13:09:43 ***
Web - Problem Description created on 10/18/2022 13:09:43 and created by Don Johnson
car came in knocking badly. active codes are 134600, 148100, this was a clock spring and was replaced. History codes 1764, 149000. Non of these codes have anything to do with the motor knocking. I saw the head gasket starting to leak oil from the back RS. I will submit a video of the knocking and dip stick.

*** 10/18/2022 13:09:43 ***
Web - Diagnostics created on 10/18/2022 13:09:43 and created by Don Johnson
scanned for codes. Non have anything to do with the rod knock. replaced the clock spring...nothing to do with the problem.

*** 10/18/2022 13:09:45 ***
Shaker.MOV added by Don Johnson on 10/18/2022 13:09:44

*** 10/18/2022 13:09:45 ***
shaker.jpg added by Don Johnson on 10/18/2022 13:09:45

*** 10/19/2022 09:36:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/19/2022 09:43:56 and created by David Rodriguez ***
1: Reviewing...

*** Web - Advice created on 10/19/2022 10:31:25 and created by Eric Patterson ***
1: What do you need this case open for?

The engine?

I do not show any power train warranty on this vin.

2: No warranty extensions.

*** 10/19/2022 13:16:14 ***
Web - Note created on 10/19/2022 13:16:14 and created by Don Johnson
Needed to prove it to the customer!!!! Thank you!!!!

*** Service Alert Escalated to CA as: 15113132 on 10/20/2022 01:04:47 (PST)

*** Web - Advice created on 10/20/2022 08:10:36 and created by Eric Patterson ***
1: Thank you I will close the case. Since there are no warranty extensions and the powertrain warranty is expired, I will not be able to approve this case for any engine repairs.

With great service records the DPSM may be able to assit, but looks like this is the second Owner. Unsure if all maintenance records can be obtained. Please have the customer contact CA with any further questions

*** 10/20/2022 08:10:38 ***
Case closed by Eric Patterson with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,702

Prod Date: 08/14/2013 **Warranty Start Date:** 10/16/2013

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: adam fritcher **Contact Title:** Maintenance Technician **Service District:** CE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 10/18/2022 06:23:26 ***
Contact = adam fritcher, Priority = Standard, Sub Status = Dispatched

*** 10/18/2022 06:23:26 ***
Web - Problem Description created on 10/18/2022 06:23:26 and created by adam fritcher
Engine over heating and smoking

*** 10/18/2022 06:23:26 ***
Web - Diagnostics created on 10/18/2022 06:23:26 and created by adam fritcher
Performed full system scan
Inspected and found car was running really hot
Inspected and found no Coolant in overflow or radiator
Inspected for leak with pressure tester and found in leaking Coolant from front head gasket

*** 10/18/2022 06:23:28 ***
20221018_080723.jpg added by adam fritcher on 10/18/2022 06:23:27

*** 10/18/2022 13:09:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin defaults

*** Web - Advice created on 10/18/2022 13:17:47 and created by Sam Camarillo ***
1: Please gain access to the head bolts closest to the area of the head gasket leak. Apply 45-50ft lbs of torque to them, see if they loosen or spin. If any do the threads in the cylinder block have stripped, will need short block replacement. Let me know what you find.

*** 10/24/2022 05:29:19 ***
Web - Note created on 10/24/2022 05:29:19 and created by adam fritcher
found that the 2 closest to leak loose and just spin

*** Service Alert Escalated to CA as: 15121083 on 10/25/2022 01:05:14 (PST)

*** Web - Advice created on 10/26/2022 08:41:11 and created by Sam Camarillo ***
1: Ok thanks for doing that
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/26/2022 08:41:45 ***
PWA Case created for RA Case 15107978 by Sam Camarillo

*** 10/26/2022 08:41:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,945

Prod Date: 04/07/2014 **Warranty Start Date:** 04/29/2014

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Matthew Fuchs **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/22/2022 10:46:22 ***
Contact = Matthew Fuchs, Priority = Standard, Sub Status = Dispatched

*** 10/22/2022 10:46:23 ***
Web - Problem Description created on 10/22/2022 10:46:22 and created by Matthew Fuchs
I am working on a 15 sorento 3.3L. The customer states the coolant bottle bubbles over and the car recently blew the upper rad hose off.

*** 10/22/2022 10:46:23 ***
Web - Diagnostics created on 10/22/2022 10:46:23 and created by Matthew Fuchs
Upon inspection I found oil in the rad and milkshake coolant and oil mixture
The oil is low by 2 qrts
There is milkshake and oil in the coolant overflow bottle
I will attach a video of the coolant shooting out of my overflow bottle

*** 10/22/2022 10:50:55 ***
Web - Note created on 10/22/2022 10:50:55 and created by Matthew Fuchs
My Compression test on CLY 2,4,6
75 psi, 0 psi, 90 psi

*** 10/22/2022 11:15:08 ***
68815520494 _ ACD508E7-5EB2-4C0F-8085-01D1ECA2B1FA.MOV added by Matthew Fuchs on 10/22/2022 11:15:06

*** 10/22/2022 11:15:51 ***
Web - Note created on 10/22/2022 11:15:51 and created by Matthew Fuchs
I feel the head gaskets have let loose my only fear is that the head bolts are stripped out and have loosened up

*** Service Alert Escalated to CA as: 15118293 on 10/23/2022 01:01:57 (PST)

*** 10/24/2022 08:23:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/24/2022 08:25:46 and created by Jerry Gossling ***
1: Matthew,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
of the head bolt threads. Thank you.

*** 10/25/2022 10:40:12 ***
Web - Note created on 10/25/2022 10:40:12 and created by Chad Mullin
Jerry,

Matt asked me to upload these for you. These were just spinning in there

*** 10/25/2022 10:40:14 ***
dennisadamsheadbolts.jpg added by Chad Mullin on 10/25/2022 10:40:13

*** Web - Advice created on 10/27/2022 04:40:57 and created by Jerry Gossling ***
1: Matthew,
Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you

*** 10/27/2022 04:41:13 ***
PWA Case created for RA Case 15118144 by Jerry Gossling

*** 10/27/2022 04:41:13 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,065

Prod Date: 02/16/2013 **Warranty Start Date:** 03/07/2013

Dealer/Contact Data:

Dealer: GA033 Kia Autosport

Phone: 7063414444 **FAX:** 7063414498

Contact: Eric Lopez **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/05/2022 10:04:26 ***
Contact = Eric Lopez, Priority = Standard, Sub Status = Dispatched

*** 10/05/2022 10:04:26 ***
Web - Problem Description created on 10/05/2022 10:04:26 and created by Eric Lopez
I have here a 2014 Sorento that has overheated. There are no physical signs of damage or leaks found. I have performed a block test and there are combustion gases getting into the cooling system indicating a blown head gasket. As you may know, on this V6s the head bolts pull the threads off the block in an overheating condition especially one with a blown head gasket. This vehicle appears to still be covered under powertrain.

*** 10/05/2022 10:04:27 ***
Web - Diagnostics created on 10/05/2022 10:04:27 and created by Eric Lopez
Please advise

*** Service Alert Escalated to CA as: 15086485 on 10/06/2022 01:05:09 (PST)

*** 10/06/2022 11:43:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/06/2022 11:49:42 and created by Martin Lopez ***
1: Hello Eric,
Please attach a video with VIN of a block test.
2: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 10/19/2022 10:47:03 ***
Web - Note created on 10/19/2022 10:47:02 and created by Eric Lopez
I have attempted numerous times to perform another block test but am unable due to the amount of compression being kicked back through the radiator, it is contaminating the block test fluid with coolant and cannot get an accurate test. I have let the vehicle come to operating temperature and installed an easy fill to the radiator instead to show the consistent bubbling coming back up, indicative of a blown head gasket. I have submitted a video of this including the VIN. Please let me know if you need anything else prior to the tear down procedure.

*** Web - Advice created on 10/19/2022 11:00:27 and created by Martin Lopez ***
1: Eric,
Thanks for the information. I am not seeing the video attached yet. Once it is I will review it.
Thanks.

*** 10/19/2022 11:02:22 ***
20221019_133443.mp4 added by Eric Lopez on 10/19/2022 11:01:54

*** Web - Advice created on 10/19/2022 11:31:14 and created by Martin Lopez ***
1: Thanks Eric,
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 10/27/2022 13:27:52 ***
Web - Note created on 10/27/2022 13:27:52 and created by Eric Lopez
Video attached including VIN of stripped head bolts. Please advise

*** 10/27/2022 13:28:34 ***
20221027_161722.mp4 added by Eric Lopez on 10/27/2022 13:27:53

*** Web - Advice created on 10/27/2022 14:24:37 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 10/27/2022 14:24:44 ***
Allow Auto PWA Case checked on 10/27/2022 14:24:44 and checked by Martin Lopez

*** Web - Advice created on 10/27/2022 14:24:55 and created by Martin Lopez ***
<For Internal Use Only
over heats, check head bolts for looseness stripped threads on block side, need vid or pictures of condition
video of air leakage into coolant system.
stripped head bolts>

*** 10/27/2022 14:25:09 ***
PWA Case created for RA Case 15084882 by Martin Lopez

*** 10/27/2022 14:25:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,358

Prod Date: 07/25/2013 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: CO007 Grand Kia

Phone: 3039041177 **FAX:** 3033012856

Contact: Warren Maestas **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 10/31/2022 15:26:38 ***
Contact = Warren Maestas, Priority = Standard, Sub Status = Dispatched

*** 10/31/2022 15:26:38 ***
Web - Problem Description created on 10/31/2022 15:23:17 and created by Warren Maestas
Vehicle has lack of power and is overheating blowing white smoke

*** 10/31/2022 15:26:39 ***
Web - Diagnostics created on 10/31/2022 15:26:39 and created by Siebel eSupport
Checked head bolts found that the head bolts are striped it the block.

*** 10/31/2022 15:26:50 ***
IMG_1278.MOV added by Warren Maestas on 10/31/2022 15:26:39

*** 11/01/2022 13:41:45 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/01/2022 13:42:09 and created by Jeffrey Minderhoud ***
1: Reviewing case and attachments.

*** Web - Advice created on 11/01/2022 13:49:58 and created by Jeffrey Minderhoud ***
1: Thank you for the video showing the threads for the head bolts are stripped and the valve train is clean with no sludge.
2: Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short

block. Thanks

Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 11/01/2022 13:50:53 ***
PWA Case created for RA Case 15133794 by Jeffrey Minderhoud

*** 11/01/2022 13:50:53 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 50,788

Prod Date: 08/31/2018 **Warranty Start Date:** 04/03/2019

Dealer/Contact Data:

Dealer: CA257 Team Kia of El Cajon

Phone: 6194447200 **FAX:** 6194446490

Contact: Javier Alvarez **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Exhaust Manifold

Resolution:

Case History

*** 08/17/2022 09:18:52 ***
Contact = Javier Alvarez, Priority = Standard, Sub Status = Dispatched

*** 08/17/2022 09:18:52 ***
Web - Problem Description created on 08/17/2022 09:18:52 and created by Javier Alvarez
Customer states coolant smell since purchased vehicle new. Just kept adding because thought it was normal.

*** 08/17/2022 09:18:52 ***
Web - Diagnostics created on 08/17/2022 09:18:52 and created by Javier Alvarez
Verified customer concern found coolant leak from exhaust. Manifold.

*** 08/17/2022 09:18:54 ***
166075288942434113653890568073 23.jpg added by Javier Alvarez on 08/17/2022 09:18:53

*** 08/17/2022 09:18:56 ***
166075292377390954235195969163 88.jpg added by Javier Alvarez on 08/17/2022 09:18:55

*** 08/17/2022 09:18:57 ***
166075295269726368663135149858 17.jpg added by Javier Alvarez on 08/17/2022 09:18:56

*** 08/17/2022 09:18:59 ***
166075299794567378239926788002 84.jpg added by Javier Alvarez on 08/17/2022 09:18:58

*** 08/19/2022 12:58:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/19/2022 13:04:47 and created by Greg Phillips ***
1: Is it the manifold, or is it the head gasket? It's hard to tell from the photos.

*** 08/19/2022 13:15:43 ***

Web - Note created on 08/19/2022 13:15:43 and created by Javier Alvarez
its hard to tell. i see most of it crystolysing from the manifold. head gasket look a little wet,

*** Web - Advice created on 08/19/2022 13:45:17 and created by Greg Phillips ***
1: I would see if the cylinders are washed on that bank. If so, this is probably the head gasket. In which case, I would check the head bolts and see if any are loose. If they are, see if there is block threads on the head bolts and get a photo.

*** 09/01/2022 16:12:33 ***
20220901_160947.jpg added by Javier Alvarez on 09/01/2022 16:12:32

*** 09/01/2022 16:12:35 ***
20220901_160955.jpg added by Javier Alvarez on 09/01/2022 16:12:34

*** 09/01/2022 16:12:36 ***
20220901_160959.jpg added by Javier Alvarez on 09/01/2022 16:12:35

*** 09/01/2022 16:12:37 ***
20220901_161004.jpg added by Javier Alvarez on 09/01/2022 16:12:36

*** 09/01/2022 16:12:39 ***
20220901_161008.jpg added by Javier Alvarez on 09/01/2022 16:12:37

*** 09/01/2022 16:12:44 ***
Web - Note created on 09/01/2022 16:12:43 and created by Javier Alvarez
I DID NOT SEE ANY EVIDENCE ON THE HEAD GASKET, I DID REMOVE THE CAT CONVERTER AND ITS ONLY WET UNDER THE EXHAUST MANIFOLD GASKET, NOTHING INSIDE ANY EXHAUST PORT NOR HEAD GASKET. I DID A PRESSURE TEST AND NO VISIBLE LEAK, MIGHT ONLY HAPPEN WHEN VEHICLE IS HOT. I WILL ATTACH PHOTOS.

*** Web - Advice created on 09/02/2022 09:30:04 and created by Greg Phillips ***
1: Do you see any cracks or holes above the manifold or at the bolt holes? I know it's kind of tough to see in the car. I think we are going to need to remove this head for close inspection. During that process, see if any of the head bolts are loose and if there are any signs of overheating. If any of the bolts are loose, stop and see if there is block thread on the loose bolt(s).

*** 09/15/2022 15:03:31 ***
Web - Note created on 09/15/2022 15:03:31 and created by Javier Alvarez
will remove cylinder head in the next days

*** Web - Advice created on 09/16/2022 07:09:41 and created by Greg Phillips ***
<For Internal Use Only
rev>

*** Case has been auto closed by the system on 10/02/2022 01:07:04 (PST)
*** 11/01/2022 15:47:41 ***
Case Number: XXXXXXXX Reopen Requested by Javier
Alvarez. Reason: [engine is out]

*** 11/02/2022 05:40:51 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/02/2022 05:41:02 and created by Greg Phillips ***
1: What have you found?

*** 11/02/2022 09:08:08 ***
Web - Note created on 11/02/2022 09:08:08 and created by Javier Alvarez
found head bolt striped and a what looks like a hair line crack on cylinder head, not that visible and it might expand with heat is my thought.

*** 11/02/2022 10:17:42 ***
PWA Case created for RA Case 14991484 by Greg Phillips

*** 11/02/2022 10:17:42 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,195

Prod Date: 05/16/2014 **Warranty Start Date:** 06/29/2015

Dealer/Contact Data:

Dealer: AK005 Lithia Kia of Anchorage

Phone: 9077625350 **FAX:** 9077625359

Contact: Salvador Orozco **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/25/2022 17:05:47 ***
Contact = Salvador Orozco, Priority = Standard, Sub Status = Dispatched

*** 10/25/2022 17:05:48 ***
Web - Problem Description created on 10/25/2022 17:05:47 and created by Salvador Orozco
OIL IN COOLANT/ BLOWN UPPER RADIATOR HOSE.

*** 10/25/2022 17:05:48 ***
Web - Diagnostics created on 10/25/2022 17:05:48 and created by Salvador Orozco
CUSTOMER STATES OIL IN COOLANT, VERIFIED CONCERN ON OIL IN RESERVOIR TANK. FOUND BLOWN UPPER RADIATOR HOSE. INSTALLED NEW HOSE AND BLED SYSTEM. NOTICED EXCESSIVE OIL ROSE TO THE TOP OF MY COOLANT FUNNEL. I ALSO SEE SIGNS OF COOLANT SEEPING BY WHERE HEAD MATES TO BLOCK ON FRONT SIDE. WHAT STEPS ARE TO BETAKEN NEXT? SHOWS VEHICLE STILL HAS POWER TRAIN WARRANTY. SHORT BLOCK R/R? DO WE NEED TO CHECK HEADS FOR STRIPPED HEAD BOLTS? THANKS.

*** 10/25/2022 17:08:22 ***
4C27AB60-DE23-4D4E-9915-D8793E0F2D3D.jpeg added by Salvador Orozco on 10/25/2022 17:08:22

*** 10/25/2022 17:08:24 ***
8FD29B22-B541-482C-89AF-F07FB86245AD.jpeg added by Salvador Orozco on 10/25/2022 17:08:23

*** 10/25/2022 17:08:25 ***
1314B3FF-CA47-4ECE-91FC-164E3F5CA15B.jpeg added by Salvador Orozco on 10/25/2022 17:08:24

*** 10/27/2022 07:49:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/27/2022 07:50:25 and created by Greg Phillips ***
1: Did the blown hose cause an overheat? Is there exhaust gases getting into the coolant? Yes, I would check the head bolts on this And check maintenance. Make sure the fan is working as well.

*** 10/28/2022 10:34:05 ***
Web - Note created on 10/28/2022 10:34:05 and created by Salvador Orozco
I BELIVE THATS WHY IT WOULD OVER HEAT. I HAVENT NOTICED EXHAUST GASES YET BUT I DO SEE COOLANT SEEPAGE ON FRONT SIDE OF ENGINE CYLINDER HEAD. I DONT SEE ANY HISTORY AT THIS DEALERSHIP FOR THIS VEHICLE.

*** Web - Advice created on 10/28/2022 12:37:05 and created by Greg Phillips ***
1: I'm just wondering what came first. Compression into the cooling system and then the blown hose, or overheat from the blown hose that caused the head gasket to fail. In either case, if it doesn't look like it was the result of somebody working on it and not putting it together correctly, and isn't the result of the fans not working or the radiator being blocked or damaged, and maintenance has been reasonable, I would go ahead and check to see if the head bolts have pulled threads from the block.

*** 11/04/2022 09:33:31 ***
Web - Note created on 11/04/2022 09:33:31 and created by Salvador Orozco
I AM IN THE MIDDLE OF TEAR DOWN, I WILL SEND RESULTS ON WHAT I FIND. THANKS

*** 11/04/2022 10:07:48 ***
Web - Note created on 11/04/2022 10:07:48 and created by Salvador Orozco
FRONT SIDE CYLINDER HEAD HAD 3 BOLTS LOOSE, ONE WOULD NOT TIGHTEN AND THE OTHER TWO SHOW SIGNS OF STRIPPED THREADS FROM BLOCK. I AM SENDING PICS NOW

*** 11/04/2022 10:08:53 ***
8CDBC7B9-D81F-481C-829F-664BC6A5E076.jpeg added by Salvador Orozco on 11/04/2022 10:08:52

*** 11/07/2022 05:51:59 ***
PWA Case created for RA Case 15123231 by Greg Phillips

*** 11/07/2022 05:52:00 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,596

Prod Date: 03/02/2018 **Warranty Start Date:** 03/26/2018

Dealer/Contact Data:

Dealer: RI005 Bald Hill Kia

Phone: 4018228100 **FAX:** 4018228107

Contact: Charles Sydor **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: replaced cracked cylinder

Case History

*** 11/07/2022 06:53:03 ***
Contact = Charles Sydor, Priority = Standard, Sub Status = Dispatched

*** 11/07/2022 06:53:03 ***
Web - Problem Description created on 11/07/2022 06:53:03 and created by Charles Sydor
customer states vehicle in leaking coolant

*** 11/07/2022 06:53:03 ***
Web - Diagnostics created on 11/07/2022 06:53:03 and created by Charles Sydor
verified coolant low and removed belly shield to look for leaks. Found that coolant is leaking out manifold studs in radiator side cylinder head. Took for review and authorization

*** 11/07/2022 06:53:05 ***
166783273184436546020652293039 35.jpg added by Charles Sydor on 11/07/2022 06:53:04

*** 11/07/2022 16:14:55 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/07/2022 16:15:02 and created by John Rehm ***
1: Reviewing the case details and attachments now.

*** Web - Advice created on 11/07/2022 16:20:05 and created by John Rehm ***
1: Charles, please fill the cooling system and pressure test with engine cold to confirm the source of the leakage that is causing the build up of corrosion on the exhaust studs.
Inspect front and rear of engine and record a video showing the leak confirmed.
2: If this is leaking from head gasket, then note this or the source you confirmed to be leaking. Have shop foreman assist you in identifying the leak if needed.

*** 11/09/2022 05:04:53 ***
Web - Note created on 11/09/2022 05:04:53 and created by Charles Sydor

pressure test and found pressure drops, found smoke coming out exhaust pipe. Disconnected. Front pipe and found coolant on oxygen sensor. Leak does not appear to be external at head gasket

*** 11/09/2022 05:04:55 ***
166799886951278058514672513950 92.jpg added by Charles Sydor on 11/09/2022 05:04:54

*** Web - Advice created on 11/09/2022 07:53:50 and created by John Rehm ***
1: Charles,
I do not see any leakage in either of your images. The corrosion on exhaust stud signs a leak, but will need to be identified to confirm the source of leakage. This is above the head gasket so another leak maybe running down to that point.
--Please fill the cooling system and pressure test with engine cold to confirm the source of the leakage that is causing the build up of corrosion on the exhaust studs.
2: Have shop foreman assist you in identifying the leak if needed.
3: ---If this is leaking internally through head gasket, then you will need to show a block leak test failing in a video including the VIN and the test starting with new fluid and changing in the video clearly.
---OR you can record a video showing the leak down testing being performed on the cylinder with leakage into the cooling system from combustion chamber.
--Please add a video showing the leak down test being performed, the % of leakage and where the air is escaping to clearly. Please use smoke or a piece of plastic or something to show the air leakage. Intake (T/B) exhaust (remove B1S1 and show the air escaping), Cooling system (please show the bubbles, coolant level full), or the oil cap (show the leakage with a thin piece of plastic or smoke)
---Either video is fine, but we do not need both, just whatever confirms your statements. If unconfirmed about internal leakage then continue pressure testing cold as I have requested and note the leakage confirmed. Show this in a video attached to the case.

*** 11/09/2022 07:58:31 ***
Web - Note created on 11/09/2022 07:58:30 and created by Charles Sydor
I performed a pressure test and found mist smoke inside the front catalytic converter and coolant on the O2 sensor. but i will perform a block test and video the results

*** Web - Advice created on 11/09/2022 10:00:56 and created by John Rehm ***
1: Thank you

*** 11/10/2022 05:59:43 ***
Web - Note created on 11/10/2022 05:59:43 and created by Charles Sydor
performed a cylinder block test and added video. Found no hydrocarbons in the coolant. I honestly think there is a crack where the holes for the studs between cylinders 4 and 6 were possibly drilled too deep and coolant is leaking through the stud holes

*** 11/10/2022 05:59:59 ***
20221110_085443.mp4 added by Charles Sydor on 11/10/2022 05:59:43

*** Web - Advice created on 11/10/2022 08:21:26 and created by John Rehm ***
1: A cylinder head leak, as you describe, does not require tech line approval to repair. If you confirm the leakage then please get your DPSM to approve the repairs to resolve the confirmed leakage.

*** 11/21/2022 07:31:07 ***
166904456931737012323203726091 91.jpg added by Charles Sydor on 11/21/2022 07:31:05

*** Web - Advice created on 11/21/2022 11:18:45 and created by John Rehm ***
1: A cylinder head leak, as you describe, does not require tech line approval to repair. If you confirm the leakage then please get your DPSM to approve the repairs to resolve the confirmed leakage.

2: If you have no further questions please close this case.

*** Service Alert Escalated to CA as: 15145791 on 11/26/2022 01:02:14 (PST)
*** 11/28/2022 04:22:00 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: replaced cracked cylinder head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,936

Prod Date: 01/13/2014 **Warranty Start Date:** 08/01/2014

Dealer/Contact Data:

Dealer: GA098 Sons Kia

Phone: 6787832299 **FAX:** 6787832194

Contact: Reuben Land **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/21/2022 15:05:14 ***
Contact = Reuben Land, Priority = Standard, Sub Status = Dispatched

*** 10/21/2022 15:05:14 ***
Web - Problem Description created on 10/21/2022 14:50:22 and created by Reuben Land
Vehicle towed in customer stating vehicle overheated and vehicle shut off. customer checked and no coolant in the reservior.

*** 10/21/2022 15:05:15 ***
Web - Diagnostics created on 10/21/2022 14:50:22 and created by Reuben Land
Inspected and confirmed no coolant in the radiator or the reservior. added coolant to system and pressure tested checking for leaks with none found. started engine and immediately noticed constant bubbles coming through coolant and boiling over. performed headgasket and block test with combustion leak tester. confirmed vehicle has blown head gasket with fluid changing from blue to yellow.

*** Service Alert Escalated to CA as: 15117779 on 10/22/2022 01:04:53 (PST)

*** 10/24/2022 06:13:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 10/24/2022 06:14:39 and created by Jerry Gossling ***
1: Reuben,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
of the head bolt threads. Thank you.

*** 10/25/2022 07:06:17 ***
Web - Note created on 10/25/2022 07:06:17 and created by Reuben Land

Roger that, when I get a free day I will tear down and update findings

*** 10/25/2022 07:06:48 ***
Web - Note created on 10/25/2022 07:06:48 and created by Reuben Land
Thank you Jerry

*** Web - Advice created on 10/27/2022 04:06:29 and created by Jerry Gossling ***
<For Internal Use Only
.>

*** 11/08/2022 05:18:16 ***
Web - Note created on 11/08/2022 05:18:16 and created by Reuben Land
Pictures added, found 1 stripped and 1 broke while checking torque

*** 11/08/2022 05:18:18 ***
AC00D496-3113-4444-9263-9390450C6F30.jpeg added by Reuben Land on 11/08/2022 05:18:17

*** 11/08/2022 05:18:20 ***
C3F5251F-CB4E-4D07-B61C-64D762A4DEC5.jpeg added by Reuben Land on 11/08/2022 05:18:19

*** 11/08/2022 05:18:22 ***
95B67B0E-A677-4114-8CC3-B8DCEA48B4D3.jpeg added by Reuben Land on 11/08/2022 05:18:20

*** 11/08/2022 05:18:23 ***
90A0FEE7-03E6-408C-B929-6EE823DDD44E.jpeg added by Reuben Land on 11/08/2022 05:18:22

*** 11/08/2022 05:18:25 ***
87046939-2532-4B2F-8F05-214F2032A7AF.jpeg added by Reuben Land on 11/08/2022 05:18:24

*** 11/08/2022 05:18:27 ***
B065E414-9DA3-4A62-84FB-1CEADE722532.jpeg added by Reuben Land on 11/08/2022 05:18:26

*** Web - Advice created on 11/08/2022 13:56:50 and created by Jerry Gossling ***
1: Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you

*** 11/08/2022 13:57:09 ***
PWA Case created for RA Case 15117221 by Jerry Gossling

*** 11/08/2022 13:57:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 97,874

Prod Date: 03/01/2014 **Warranty Start Date:** 06/02/2014

Dealer/Contact Data:

Dealer: OH087 Ken Ganley Kia Medina

Phone: 3307219500 **FAX:** 3307219502

Contact: Todd Butcher **Contact Title:** Shop Foreman **Service District:** CE02

Case Details:

Case Title: Fluid Leak - Engine oil # head gasket Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/09/2022 13:07:30 ***
Contact = Todd Butcher, Priority = Standard, Sub Status = Dispatched

*** 11/09/2022 13:07:30 ***
Engine Diagnosis updated on 11/9/2022 13:7:30 and updated by Siebel eSupport

*** 11/09/2022 13:07:31 ***
Web - Problem Description created on 11/09/2022 12:56:51 and created by Todd Butcher
CUSTOMER STATES THAT THE TRANSMISSION IS LEAKING. CUSTOMER STATES THAT THERE IS A HESITATION WHILE DRIVING, LIKE THE SPEED IS LIMITED. PLEASE TESTDRIVE AND ADVISE. *CUSTOMER STILL HAS POWERTRAIN WARRANTY - SEE KIA

*** 11/09/2022 13:07:31 ***
Web - Diagnostics created on 11/09/2022 12:56:51 and created by Todd Butcher
THERE IS A CONSIDERABLE AMOUNT OF ENGINE OIL LEAKING, VISUAL INSPECTION FOUND THE CYLINDER HEAD GASKETS ARE LEAKING OIL IT IS RUNNING ALONG THE CYLINDER DECK THEN RUNNING DOWN THE BACK SIDE OF THE ENGINE BLOCK CAUSING OIL TO PUDDLE WHERE THE ENGINE BLOCK IS MOUNTED TO THE TRANSMISSION BELL HOUSING.
WE ARE A "A" DEALER AND I WOULD JUST REPLACE THE CYLINDER HEAD GASKETS UNDER POWERTRAIN BUT S/M WANTED ME TO START A T/L CASE TO GET YOUR OPPINION.
I'M IN THE PROCESS OF REMOVING THE INTAKE MANIFOLD TO GET SOME GOOD PICTURES, WILL ATTACH ASAP.
THANK YOU.

*** 11/09/2022 13:07:34 ***
20221109_155425[1].jpg added by Todd Butcher on 11/09/2022 13:07:32

*** 11/09/2022 13:07:39 ***
20221109_155434[1].jpg added by Todd Butcher on 11/09/2022 13:07:37

*** 11/09/2022 13:07:42 ***

Screenshot_20221109-160123[1].jpg added by Todd Butcher on 11/09/2022 13:07:41

*** 11/09/2022 13:07:42 ***
Screenshot_20221109-160305[1].jpg added by Todd Butcher on 11/09/2022 13:07:42

*** 11/09/2022 13:42:48 ***
Web - Note created on 11/09/2022 13:42:48 and created by Todd Butcher
THE OPS IS DRY, IT LOOKS LIKE IT'S LEAKING ON BANK 1 AND 2 NEAR THE FRONT, THE VALLY IS FULL OF OIL. THE HOUSING (OPS ATTACHED TO) APPEARS TO BE DRY ON THE BOTTOM SIDE ALSO.

*** 11/09/2022 13:42:50 ***
20221109_162835[1].jpg added by Todd Butcher on 11/09/2022 13:42:49

*** 11/09/2022 13:42:50 ***
BK560016.JPG added by Todd Butcher on 11/09/2022 13:42:50

*** 11/09/2022 13:42:50 ***
BK560015.JPG added by Todd Butcher on 11/09/2022 13:42:50

*** 11/09/2022 13:42:51 ***
BK560014.JPG added by Todd Butcher on 11/09/2022 13:42:50

*** 11/10/2022 13:34:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My Open Cases

*** Web - Advice created on 11/10/2022 13:37:42 and created by David Brisky ***
1: Techline only provides PWA approval for engines, automatic transmissions and high voltage batteries. Approval to remove cylinder heads does not come from techline. If you have determined that the leaks is from the head gasket then I suggest you remove the cylinder head for inspection.

I'm closing and denying this case if you require assistance then open a repair assistance case.

*** 11/10/2022 13:37:50 ***
Your PWA request to replace the engine has been denied.

*** 11/10/2022 13:37:50 ***
PWA has been denied by David Brisky

*** 11/10/2022 13:37:51 ***
Case closed by David Brisky with Resolution Code : Information Given
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,344

Prod Date: 10/01/2014 **Warranty Start Date:** 11/15/2014

Dealer/Contact Data:

Dealer: AZ040 Horne Kia

Phone: 4808133300 **FAX:** 4803133314

Contact: Frankie Mungarro **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine Mechanical # Head bolt hole striped

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: block thread pulled.

Case History

*** 11/14/2022 16:19:12 ***
Contact = Frankie Mungarro, Priority = Standard, Sub Status = Dispatched

*** 11/14/2022 16:19:12 ***
Web - Problem Description created on 11/14/2022 16:19:12 and created by Frankie Mungarro
A) CUSTOEMR STATES HEAT IS NOT WORKING. CHECK AND ADVISE. CUSTOMER STATES THEY HAVE TO FILL UP THE COOLANT EVERY SO OFTEN. CUSTOMER HAS PUT ABOUT A GALLON WITHIN THE WEEK.

*** 11/14/2022 16:19:12 ***
Web - Diagnostics created on 11/14/2022 16:19:12 and created by Frankie Mungarro
PRESSURE TESTED COOLANT SYSTEM FOUND DROPPING PRESSURE INSPECTED FOUND BANK 1 HEAD GASKET BLOWN UPON FURTHER INSPECTION FOUND HEAD BOLT STREACHED AND PULLED THREAD FROM BLOCK WILL BE UNABLE TO RETORQUE. CUSTOMER STATES THEY ARE ORIGINAL OWNER BUT WARRANTY VALIDATION STATES NO BASIC OR POWER TRAIN

*** 11/15/2022 15:28:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/15/2022 15:28:20 and created by Joseph Gonzalez ***
1: Reviewing Case

*** Web - Advice created on 11/15/2022 15:33:05 and created by Joseph Gonzalez ***
1: Hello Frankie, are you opening case to request repair assistance or warranty coverage information?

*** Case has been auto closed by the system on 12/01/2022 01:13:48 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 34,365

Prod Date: **Warranty Start Date:** 03/08/2020

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706 **FAX:** 5157272121

Contact: WHITNEY SIEFKAS **Contact Title:** **Service District:** CE10

Case Details:

Case Title: Eng + Eng Cooling System

Symptom: **DTC:**

System:

Component:

Resolution:

Case History

Dealer : Kia of Des Moines
Technician : Giovanny Martinez-Rodriguez
Service Manager : David Nagle
Dealer Phone :
DPSM : John Metzcus
Vehicle Model : SORENTO LX V6 FWD AUTO
Model Year : 2020
Mileage : 34365
Initial comments by Technician found in TL Case #15157904 :

[Problem Description]
C/S THAT THE CAR WILL OVERHEAT, HAS HAD TO ADD COOLANT MULTIPLE TIMES, HAS NOT SEEN ANY LEAKS ON THE GROUND

[Diagnostics Performed]
I PRESSURIZE THE SYSTEM AND NOTICE THAT THE PRESSURE DOESNT HOLD. NO EXTERNAL LEAKS WERE FOUND. I DID NOTICE A SEEPAGE AROUND BANK 2. LET THE VEHICLE RUN FOR AND HOUR AND NO LEAKS WERE FOUND AND AFTER THE SYSTEM COOLED OFF I HAVE TO ADD COOLANT TO THE SYSTEM. PLEASE ADVICE

*** Dispatched to Queue Service Alert / Techline on 11/15/2022 01:05:13 (PST)

*** 11/15/2022 01:05:22 (GMT-08:00) Pacific Time (US & Canada) ***
Email is sent on 11/15/2022 01:05:22 (GMT-08:00) Pacific Time (US & Canada) by Siebel System - Auto Message
To: WHITNEYDAWNWEST@GMAIL.COM
Cc:
Title: FOLLOW-UP: Your Recent Service Visit

Your Auto-Created Case number :15159913

VIN :5XYXXXXXXXXXXXXX

Dear WHITNEY

Your dealer has made us aware of the current repair situation for your Kia vehicle. Your satisfaction is important to us and we would like to provide assistance should you have any outstanding concerns or issues that were not resolved by your dealership. If you would like further assistance, please respond to this email with your preferred method of contact (phone or email) and we will be happy to follow up with you regarding the matter.

If no further assistance is required, there is no action necessary on your part. We value you as a customer so please don't hesitate to reach out to us should you require assistance in the future.

Sincerely,
Kia Customer Care

*** Case has been auto closed by the system on 11/15/2022 01:05:23 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,087

Prod Date: 07/23/2013 **Warranty Start Date:** 08/21/2013

Dealer/Contact Data:

Dealer: MA050 Balise Kia

Phone: 4133161500 **FAX:** 4133015564

Contact: Daryll Marotte **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 11/17/2022 07:57:58 ***
Contact = Daryll Marotte, Priority = Standard, Sub Status = Dispatched

*** 11/17/2022 07:57:59 ***
Web - Problem Description created on 11/17/2022 07:41:39 and created by Daryll Marotte
customer states car loses heat and overheats even on short drives.

*** 11/17/2022 07:57:59 ***
Web - Diagnostics created on 11/17/2022 07:41:39 and created by Daryll Marotte
tech verified loss of heat and overheating. tech checked cooling system and found cooling system bubbles with cap off and vehicle running. tech performed hydrocarbon leak test . test turned yellow very quickly indicating hydrocarbons in the cooling system. due to previous experience with this issue tech removed valve cover and moved cam enough to gain access to head bolts to perform torque test. top right head bolt on front bank would not torque past 15ft.lbs and kept spinning until i was able to remove it with all the block threads stuck in the head bolt.
i have attached pictures on hydrocarbon test and bolt with block threads stuck in it. please advise.

*** 11/17/2022 07:58:00 ***
20221116_115807.jpg added by Daryll Marotte on 11/17/2022 07:57:59

*** 11/17/2022 07:58:01 ***
20221116_121712.jpg added by Daryll Marotte on 11/17/2022 07:58:00

*** 11/17/2022 07:58:03 ***
20221116_142658.jpg added by Daryll Marotte on 11/17/2022 07:58:02

*** 11/17/2022 15:58:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/17/2022 16:02:57 and created by Martin Lopez ***

1: Hello Daryll,
Thanks for the information.
But I'm going to need a video with VIN showing a head bolt is spinning and not tightening or you turning the head bolts loose showing how easily it was to turn loose.
Once I get that we can continue.
Thanks.

*** 11/21/2022 07:04:37 ***
Web - Note created on 11/21/2022 07:04:37 and created by Daryll Marotte
I uploaded video of headbolt bottomed out but still spinning

*** 11/21/2022 07:04:54 ***
20221121_091435.mp4 added by Daryll Marotte on 11/21/2022 07:04:38

*** Web - Advice created on 11/21/2022 08:05:14 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 11/21/2022 08:05:20 ***
Allow Auto PWA Case checked on 11/21/2022 8:5:20 and checked by Martin Lopez

*** 11/21/2022 08:05:35 ***
PWA Case created for RA Case 15165496 by Martin Lopez

*** 11/21/2022 08:05:35 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 25,604

Prod Date: 06/20/2017 **Warranty Start Date:** 01/31/2018

Dealer/Contact Data:

Dealer: IL083 Kia of Lincolnwood

Phone: 8475817500 **FAX:** 8477454257

Contact: Dylan Ibrahim **Contact Title:** Exclusive Kia Technician **Service District:** CE11

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/30/2022 11:16:59 ***
Contact = Dylan Ibrahim, Priority = Standard, Sub Status = Dispatched

*** 11/30/2022 11:16:59 ***
Engine Diagnosis updated on 11/30/2022 11:16:59 and updated by Siebel eSupport

*** 11/30/2022 11:16:59 ***
Web - Problem Description created on 11/25/2022 11:15:52 and created by Dylan Ibrahim
Customer states engine is overheating and burning coolant. Excessive white smoke coming from tail pipe.

*** 11/30/2022 11:17:00 ***
Web - Diagnostics created on 11/25/2022 11:15:52 and created by Dylan Ibrahim
Verified that engine is, in fact, overheating. Found coolant reservoir empty. Checked cylinder head gasket visual and can see dried up coolant head meets block. Performed tear down of engine. Checked head bolts for stripped threads in the block. Found two stripped head bolts on bank 1 side that can no longer be tightened down. Recommending short block replacement. I uploaded a video showing the stripped bolts.

*** 11/30/2022 11:17:04 ***
IMG_2560.mp4 added by Dylan Ibrahim on 11/30/2022 11:17:00

*** 11/30/2022 12:21:11 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 11/30/2022 12:23:02 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage (e.g. piston disintegrated, valves broken, rod through the block, seized engine / large particles/metal debris in the oil pan) do not reuse the original intake manifold or oil pump/BSM; replace the

intake manifold and the oil pump/BSM with a new one referring to ENG084.

*** 11/30/2022 13:02:50 ***
PWA has been authorized by Tony Thomas

*** 11/30/2022 13:02:50 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,752

Prod Date: 01/22/2014 **Warranty Start Date:** 06/21/2014

Dealer/Contact Data:

Dealer: UT011 Young Kia

Phone: 8014442277 **FAX:** 8014441166

Contact: David Nelson **Contact Title:** Shop Foreman **Service District:** WE10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/30/2022 12:49:33 ***
Engine Diagnosis updated on 11/30/2022 12:49:33 and updated by Siebel eSupport

*** 11/30/2022 12:58:08 ***
Contact = David Nelson, Priority = Standard, Sub Status = Dispatched

*** 11/30/2022 12:58:08 ***
Web - Problem Description created on 11/30/2022 12:49:33 and created by David Nelson
Customer states vehicle doesn't blow heat at all. Coolant will gurgle and go out of the overflow.

*** 11/30/2022 12:58:09 ***
Web - Diagnostics created on 11/30/2022 12:49:33 and created by David Nelson
Inspected the vehicle and scanned for codes and there are no codes. I checked the radiator and the coolant and found as soon as the engine starts running the cooling system fills with pressure. I used a block tester and performed a block test and found there is combustion gases building up in the cooling system. As the vehicle starts to get warmer the tail pipe begine to emit white smoke from coolant. I am adding pics and video.

*** 11/30/2022 12:58:24 ***
20221130_133938.mp4 added by David Nelson on 11/30/2022 12:58:09

*** 11/30/2022 12:58:25 ***
1669841824654529989247201801835 3.jpg added by David Nelson on 11/30/2022 12:58:24

*** 12/01/2022 10:24:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/01/2022 10:31:58 and created by Tony Thomas ***
1: Validate proper maintenance and get approval to pull the heads to check for further inspection and check the head bolts for pulling threads from the block.

*** Service Alert Escalated to CA as: 15191036 on 12/02/2022 01:04:37 (PST)

*** 12/02/2022 14:16:29 ***
Web - Note created on 12/02/2022 14:16:29 and created by David Nelson
Tear down will begin on Monday morning (Customer Authorized) Will update with findings on Monday Afternoon. Here are the maintenance records. Thanks

*** 12/02/2022 14:16:33 ***
Young Kia_20221202_134923.pdf added by David Nelson on 12/02/2022 14:16:31

*** Web - Advice created on 12/02/2022 15:36:01 and created by Tony Thomas ***
1: Maintenance records attached do not validate proper maintenance. It is the dealer's responsibility to validate proper maintenance and warranty and it is the owner’s responsibility to maintain the engine. If the engine is neglected, deny warranty and get customer approval for repairs.

*** 12/05/2022 12:02:04 ***
Web - Note created on 12/05/2022 12:02:04 and created by David Nelson
Head bolt is pulling from block. Maintenance has been verified. See ttached videos and pics

*** 12/05/2022 12:02:12 ***
20221205_124847.mp4 added by David Nelson on 12/05/2022 12:02:05

*** 12/05/2022 12:02:19 ***
20221205_124942.mp4 added by David Nelson on 12/05/2022 12:02:12

*** 12/05/2022 12:02:20 ***
20221205_124929.jpg added by David Nelson on 12/05/2022 12:02:19

*** Web - Advice created on 12/05/2022 12:07:11 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/05/2022 12:07:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/05/2022 12:07:17 ***
PWA has been authorized by Tony Thomas

*** 12/05/2022 12:07:18 ***
Case closed by Tony Thomas with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,791

Prod Date: 07/22/2014 **Warranty Start Date:** 08/16/2014

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090 **FAX:** 3042915512

Contact: Thomas Rodenish **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats #

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 12/02/2022 09:13:31 ***
Contact = Thomas Rodenish, Priority = Standard, Sub Status = Dispatched

*** 12/02/2022 09:13:31 ***
Web - Problem Description created on 12/02/2022 09:08:26 and created by Thomas Rodenish
C/s broke down on interstate, overheating

*** 12/02/2022 09:13:32 ***
Web - Diagnostics created on 12/02/2022 09:08:27 and created by Thomas Rodenish
Scanned no codes, found no coolant in system, filled and pressure tested to 17psi. Small bleed off found after a half hour but no leaks under vehicle or inside cabin. Performed combustion leak test and found coolant to turn green. (Possible contamination) engine radiator warped due to extreme heat damage, over flow line blew off, rad cap spout warped to the point you can not get the cap, pressure tester or fill funnel on with out adding a second gasket. White residue coating inside if radiator and when started smoke bubbles out smelling of exhaust fumes. Also when starting knocking can be heard coming from engine. Idles rough and poor power. Drained oil for inspection and found no weird abnormalities.

*** 12/02/2022 09:13:35 ***
1670001032024624851106960466718l.jpg added by Thomas Rodenish on 12/02/2022 09:13:34

*** 12/02/2022 09:13:42 ***
20221202_121143.mp4 added by Thomas Rodenish on 12/02/2022 09:13:35

*** 12/02/2022 09:20:28 ***
167000125832248302713727095601 99.jpg added by Thomas Rodenish on 12/02/2022 09:20:26

*** 12/02/2022 09:20:30 ***
167000129232545366766558188616 79.jpg added by Thomas Rodenish on 12/02/2022 09:20:28

*** 12/02/2022 09:20:33 ***
167000134587581539381811248133 20.jpg added by Thomas Rodenish on 12/02/2022 09:20:31

*** 12/02/2022 09:20:34 ***
167000138319518265942776956520 49.jpg added by Thomas Rodenish on 12/02/2022 09:20:33

*** 12/02/2022 09:20:37 ***
167000145035325765479462295162 08.jpg added by Thomas Rodenish on 12/02/2022 09:20:34

*** 12/02/2022 09:20:47 ***
20221202_121813.mp4 added by Thomas Rodenish on 12/02/2022 09:20:37

*** 12/02/2022 10:03:32 ***
Web - Note created on 12/02/2022 10:03:32 and created by Thomas Rodenish
Briefly test drove vehicle and upon excelerating coolant backflowing through radiator spout into coolant over flow completely over filling and pressure shooting out weep hole in overflow

*** 12/02/2022 10:03:37 ***
20221202_130154.mp4 added by Thomas Rodenish on 12/02/2022 10:03:33

*** Service Alert Escalated to CA as: 15193481 on 12/03/2022 01:04:30 (PST)

*** 12/03/2022 12:34:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 12/03/2022 12:54:04 and created by Juan Vazquez ***
1: Thank you for the information and attachments. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** Case has been auto closed by the system on 12/19/2022 01:07:55 (PST)
*** 12/20/2022 13:56:34 ***
Case Number: XXXXXXXX Reopen Requested by Thomas Rodenish.
Reason: [Diagnostic not complete]

*** 12/21/2022 06:33:55 ***
Reopened with Sub Status of Working

*** 12/26/2022 05:48:50 ***
20221226_083752.mp4 added by Thomas Rodenish on 12/26/2022 05:48:30

*** 12/26/2022 05:48:51 ***
167206206710413478276 93.jpg added by Thomas Rodenish on 12/26/2022 05:48:50

*** 12/26/2022 05:49:05 ***
20221226_084207.mp4 added by Thomas Rodenish on 12/26/2022 05:48:51

*** 12/26/2022 05:49:26 ***
20221226_084541.mp4 added by Thomas Rodenish on 12/26/2022 05:49:05

*** 12/27/2022 07:49:30 ***
Web - Note created on 12/27/2022 07:49:30 and created by Joshua Clark
Requested videos and documents attached.

*** 12/27/2022 13:18:59 ***
Web - Note created on 12/27/2022 13:18:59 and created by Thomas Rodenish
As you can see in the pictures and videos iv attached head studs indeed stripped out. One was just loose making a total of 4 breach points. Would like feed back soon I apologize for the reopen as I'm pretty booked up as well as being sick, just now getting back to my bigger jobs.

*** Web - Advice created on 12/28/2022 07:10:28 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you.
Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA (buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** 12/28/2022 07:11:16 ***
PWA Case 15235485 created by Juan Vazquez

*** 12/28/2022 07:11:20 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 83,953

Prod Date: 02/11/2014 **Warranty Start Date:** 04/16/2014

Dealer/Contact Data:

Dealer: OH028 Ricart Kia

Phone: 6148365321 **FAX:** 6148366555

Contact: brandon Hilles **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Engine Mechanical # Overheating Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/07/2022 11:15:57 ***
Engine Diagnosis updated on 12/7/2022 11:15:57 and updated by Siebel eSupport

*** 12/07/2022 12:15:21 ***
Contact = brandon Hilles, Priority = Standard, Sub Status = Dispatched

*** 12/07/2022 12:15:22 ***
Web - Problem Description created on 12/07/2022 11:15:57 and created by brandon Hilles
CUSTOMER STATES VEHICLE OIL AND COOLANT MIXED AND OVERHEATING CONCERN

*** 12/07/2022 12:15:22 ***
Web - Diagnostics created on 12/07/2022 11:15:57 and created by brandon Hilles
CUSTOMER STATES VEHICLE OIL AND COOLANT MIXED AND OVERHEATING CONCERN. I CONFIRMED OIL AND COOLANT MIXED AND BLOCK TEST FAILED HEAD GASKETS FAILED

*** 12/07/2022 12:15:24 ***
20221207_142009.jpg added by brandon Hilles on 12/07/2022 12:15:23

*** 12/07/2022 12:15:26 ***
20221207_142013.jpg added by brandon Hilles on 12/07/2022 12:15:25

*** 12/07/2022 12:15:27 ***
20221207_142022.jpg added by brandon Hilles on 12/07/2022 12:15:27

*** 12/07/2022 12:15:29 ***
20221207_142028.jpg added by brandon Hilles on 12/07/2022 12:15:28

*** 12/08/2022 13:15:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 12/08/2022 13:18:27 and created by Michael Longbehn ***
1: Hello Brandon,

Please add pictures of the leaks from the engine head gasket.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 12/16/2022 12:10:35 ***
20221216_150338.jpg added by brandon Hilles on 12/16/2022 12:10:34

*** 12/16/2022 12:10:37 ***
20221216_150408.jpg added by brandon Hilles on 12/16/2022 12:10:36

*** 12/16/2022 12:10:39 ***
20221216_150317.jpg added by brandon Hilles on 12/16/2022 12:10:37

*** 12/16/2022 12:10:41 ***
20221216_150303.jpg added by brandon Hilles on 12/16/2022 12:10:39

*** Web - Advice created on 12/16/2022 13:40:05 and created by Michael Longbehn ***
1: Hello Brandon,

Did you happen to find any damages head bolts? Such as the threads coming off the cylinder block? Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Upload a photo of your findings. Thanks.

*** Service Alert Escalated to CA as: 15145022 on 12/23/2022 01:02:40 (PST)
*** 12/26/2022 06:24:56 ***
Web - Note created on 12/26/2022 06:24:56 and created by brandon Hilles
removed a camshaft and found several head bolts that would reach only approx 30 ftlbs and then spin and not tighten. will attach video to case

*** 12/26/2022 06:28:36 ***
20221226_091858.mp4 added by brandon Hilles on 12/26/2022 06:28:03

*** Web - Advice created on 12/26/2022 07:27:39 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 12/26/2022 07:27:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 12/26/2022 07:27:44 ***
PWA has been authorized by Michael Longbehn

*** 12/26/2022 07:27:44 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,369

Prod Date: 01/25/2014 **Warranty Start Date:** 03/09/2014

Dealer/Contact Data:

Dealer: AZ047 Camelback Kia

Phone: 6022491133 **FAX:** 6022429336

Contact: Aaron Maltby **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 12/02/2022 10:11:54 ***
Contact = Aaron Maltby, Priority = Standard, Sub Status = Dispatched

*** 12/02/2022 10:11:54 ***
Web - Problem Description created on 12/02/2022 10:11:54 and created by Aaron Maltby
found coolant and cylinder presssure to be leaking from the head between block and head. removed valve cover and cams. found threads for head bolt in block to be pulled out of the block

*** 12/02/2022 10:11:54 ***
Web - Diagnostics created on 12/02/2022 10:11:54 and created by Aaron Maltby
found coolant and cylinder presssure to be leaking from the head between block and head. removed valve cover and cams. found threads for head bolt in block to be pulled out of the block

*** 12/02/2022 15:32:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/02/2022 15:35:37 and created by Martin Lopez ***
1: Hello Aaron,
Please provide a video with VIN of the condition you found.
Thank you.

*** Service Alert Escalated to CA as: 15193381 on 12/03/2022 01:04:30 (PST)

*** 12/15/2022 14:15:16 ***
69283527795 _ 9F377B72-A6AA-4348-8E74-D55443A89BA4.MOV added by Aaron Maltby on 12/15/2022 14:15:15

*** 12/15/2022 14:20:50 ***
Web - Note created on 12/15/2022 14:20:49 and created by Aaron Maltby

Attached video

*** Web - Advice created on 12/15/2022 15:48:55 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 12/15/2022 15:49:14 ***
PWA Case created for RA Case 15192090 by Martin Lopez

*** 12/15/2022 15:49:14 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,435

Prod Date: 02/19/2013 **Warranty Start Date:** 09/30/2013

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Woodson **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: Engine Mechanical # Cylinder Head Thread Damage Case for

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/17/2022 11:54:21 ***
Contact = Michael Woodson, Priority = Standard, Sub Status = Dispatched

*** 12/17/2022 11:54:21 ***
Engine Diagnosis updated on 12/17/2022 11:54:21 and updated by Siebel eSupport

*** 12/17/2022 11:54:22 ***
Web - Problem Description created on 12/17/2022 11:54:22 and created by Siebel eSupport
C/S OVERHEATING

*** 12/17/2022 11:54:22 ***
Web - Diagnostics created on 12/17/2022 11:54:22 and created by Siebel eSupport
CYLINDER HEAD BOLTS PULLED THREADS
ATTACHED VIDEO OF CONCERN

*** 12/19/2022 16:20:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 12/19/2022 16:24:15 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 12/19/2022 16:24:20 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 12/19/2022 16:24:20 ***

PWA has been authorized by Michael Longbehn

*** 12/19/2022 16:24:21 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,824

Prod Date: 10/01/2013 **Warranty Start Date:** 10/19/2013

Dealer/Contact Data:

Dealer: NC057 University Kia

Phone: 9195721700 **FAX:** 9196827185

Contact: Chris Kohler **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution: Warranty Exclusion-Auto

Case History

*** 12/19/2022 08:05:26 ***
Contact = Chris Kohler, Priority = Standard, Sub Status = Dispatched

*** 12/19/2022 08:05:26 ***
Web - Problem Description created on 12/19/2022 08:00:49 and created by Chris Kohler
C/S THE CEL IS ON AND SOLID. C/S THE ENGINE IS MAKING A CHIRPPING NOISE.

*** 12/19/2022 08:05:27 ***
Web - Diagnostics created on 12/19/2022 08:00:49 and created by Chris Kohler
VERIFIED THE CEL WAS ON WITH THE DTC P0116- ENGINE COOLANT TEMP CICUIT RANGE/PERFORMANCE. WHEN DRIVING THE VEHICLE INTO THE SHOP I COULD HEAR THE NOISE THE CUSTOMER STATED. INSPECTED THE ENGINE AREA OF THE NOISE TO FIND EXHAUST ESCAPPING FORM BETWEEN THE LH HEAD AND SHORTBLOCK. ITS BLOWING OIL AND COOLANT OUT ONTO THE TANSMISSION. I PERFORMED THE BLOCK LEAK TEST, THE BLUE CHEMICAL TURNED GREEN INDICATING EXHAUST COMING THROUGH THE COOLANT SYSTEM. I ADDED TWO GALLONS OF WATER INTO THE SYSTEM, LET THE ENGINE RUN FOR ABOUT 5 MINUTES, I FOUND OIL MIXING INTO THE COOLANT AND EXHAUST PUSHING THROUGH THE RADIATOR AND COOLANT RESERVOIR. THE COOLANT LOOKS LIKE CHOCOLATE MILK NOW. I ACN NOT PERFORM A COMPRESSION AND LEAK DOWN TEST DUE TO THE DAMAGE OF THE BLOWN HEAD GASKET. FROM PAST EXPERIENCE UNDER CUSTOMER PAY, I HAVE REPLACED ENGINES DUE TO HEAD BOLTS STRIPPING THE THREADS IN THE BLOCK. THE CUSTOMER HAS RECORDS OF SERVICE FROM PEAK KIA OF LITTLETON COLORADO AND FIRESTONE. PLEASE ADVISE.

*** Service Alert Escalated to CA as: 15221557 on 12/20/2022 01:04:34 (PST)

*** 12/20/2022 10:31:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/20/2022 10:34:57 and created by Martin Lopez ***
1: Hello Chris,

Thanks for the information. Need for you to attach a video of the failed block test. Then we can continue.
Thank you.

*** 12/21/2022 10:40:57 ***
Web - Note created on 12/21/2022 10:40:57 and created by Chris Kohler
Attached is the video of failed block test

*** 12/21/2022 10:41:43 ***
20221221_133543.mp4 added by Chris Kohler on 12/21/2022 10:40:57

*** Web - Advice created on 12/21/2022 12:06:51 and created by Martin Lopez ***
1: Thank you.
Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Web - Advice created on 01/05/2023 11:58:57 and created by Martin Lopez ***
1: Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 01/05/2023 11:59:10 ***
Web - Note created on 01/05/2023 11:59:09 and created by Chris Kohler
Attached is a video of the head bolts

*** 01/05/2023 11:59:38 ***
20230105_145232.mp4 added by Chris Kohler on 01/05/2023 11:59:11

*** Web - Advice created on 01/05/2023 13:55:43 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 01/05/2023 13:55:54 ***
Allow Auto PWA Case checked on 1/5/2023 13:55:54 and checked by Martin Lopez

*** 01/05/2023 13:56:03 ***
PWA Case 15251953 created by Martin Lopez

*** 01/05/2023 13:56:06 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 76,452

Prod Date: 10/29/2014 **Warranty Start Date:** 01/05/2015

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: GRANT GRIFFITH **Contact Title:** Service Manager **Service District:** WE05

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 12/16/2022 08:33:25 ***
Contact = GRANT GRIFFITH, Priority = Standard, Sub Status = Dispatched

*** 12/16/2022 08:33:25 ***
Web - Problem Description created on 12/16/2022 08:32:29 and created by GRANT GRIFFITH
VEHICLE STARTED RUNNING ROUGH. MISFIRE CODES FOUND. VEHILCE TOWED IN

*** 12/16/2022 08:33:25 ***
Web - Diagnostics created on 12/16/2022 08:32:30 and created by GRANT GRIFFITH
VERIFIED CUSTOMER CONCERN. FOUND ACTIVE MISFIRE CODE P0300, P0301, AND P0303 PENDING. PERFORMED LIVE DATA INSPECTION AND FOUND LIVE MISFIRES. UPON INSPECTION FOUND NO COOLANT IN THE RADIATOR. PERFOMED BLOCK TEST AND FOUND EXHAUST GASES IN THE COOLING SYSTEM. CHECKED CYLINDER 1 AND 3 HEAD BOLTS FOUND HEAD BOLTS ARE FREE SPINNING AND NO LONGER HOLDING PRESSURE ON THE HEAD GASKET.

*** 12/19/2022 08:03:21 ***
Video.mov added by GRANT GRIFFITH on 12/19/2022 08:03:18

*** 12/19/2022 10:35:04 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/19/2022 10:43:10 and created by Martin Lopez ***
1: Hello Grant.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.
-Please check the cylinder heads for flatness once removed. If they are warped, please replace the cylinder heads reference Pitstop PS539

*** 12/19/2022 10:44:09 ***
PWA Case created for RA Case 15217462 by Martin Lopez

*** 12/19/2022 10:44:09 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,809

Prod Date: 01/17/2014 **Warranty Start Date:** 06/30/2014

Dealer/Contact Data:

Dealer: NJ044 Jack Daniels Kia

Phone: 2017968500 **FAX:** 2012541543

Contact: Luis Teixeira **Contact Title:** Exclusive Kia Technician **Service District:** EA12

Case Details:

Case Title: FluidLeak-Cooling sys coolant# oil mix Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 11/25/2022 13:21:04 ***
Contact = Brian Adams, Priority = Standard, Sub Status = Dispatched

*** 11/25/2022 13:21:04 ***
Web - Problem Description created on 11/25/2022 13:21:04 and created by Brian Adams
Hey i have this 2015 Sorento V6. Customer came in with a concern of the vehicle having an engine light, confirmed the engine light is on. Found fault code P0018. Oil level is on F. Noticed there was oil in the coolant reservoir and removed the radiator cap and noticed there was oil in it too. Confirmed there was an oil filter(aftermarket) but the nipple was placed correctly. Performed actuation test on all 4 OCVs and confirmed it was operating normal. Any advice to this situation? thank You!

*** 11/25/2022 13:21:04 ***
Web - Diagnostics created on 11/25/2022 13:21:04 and created by Brian Adams
see above

*** 11/25/2022 14:15:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 11/25/2022 14:17:30 and created by Jay Jurado ***
1: Recommend checking to see if any of the head bolt threads have pulled out of the block at this time.

*** Case has been auto closed by the system on 12/11/2022 01:08:30 (PST)
*** 12/17/2022 08:44:41 ***
Case Number: XXXXXXXX Reopen Requested by Brian Adams.
Reason: [Got the engine disassembled and verified the head bolts were stripped. Attaching a video of the stripped head bolts.]

*** Service Alert Escalated to CA as: 15219137 on 12/18/2022 01:01:55 (PST)

*** 12/19/2022 07:19:18 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/19/2022 07:19:49 and created by Jay Jurado ***
1: Case has been reopened.

*** 12/19/2022 12:20:16 ***
Web - Note created on 12/19/2022 12:20:15 and created by Brian Adams
Thank You. Sorry for not updating the case. Disassembled the engine. Attached the video of the stripped threads on the head bolt.

*** 12/19/2022 12:20:24 ***
Stripped Threads.MOV added by Brian Adams on 12/19/2022 12:20:16

*** Web - Advice created on 12/19/2022 14:21:36 and created by Jay Jurado ***
1: No worries. Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 12/19/2022 14:21:54 ***
PWA Case created for RA Case 15179474 by Jay Jurado

*** 12/19/2022 14:21:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 04/14/2023 06:31:58 ***
Case Number: XXXXXXXX Reopen Requested by Luis Teixeira.
Reason: [I SWAPPED THE ENGINE, CAR DRIVES FINE BUT I HAVE PLAY IN THE CAMSHAFTS, BANK 1 AND 2, INTAKE AND EXHAUST]

*** 04/14/2023 07:15:39 ***
Reopen Denied by Jay Jurado
Reason: Please open up a new RA case for assistance. Thank you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,106

Prod Date: 07/21/2014 **Warranty Start Date:** 09/08/2014

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: JAKE GIBB **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/19/2022 14:01:17 ***
Contact = JAKE GIBB, Priority = Standard, Sub Status = Dispatched

*** 12/19/2022 14:01:17 ***
Web - Problem Description created on 12/19/2022 14:01:17 and created by JAKE GIBB
CUSTOMERS STATES VEHICLE IS RUNNING EXTREMELY ROUGH AND HAD TO BE TOWED IN

*** 12/19/2022 14:01:17 ***
Web - Diagnostics created on 12/19/2022 14:01:17 and created by JAKE GIBB
VERIFIED CUSTOMERS CONCERN FOUND THAT VEHICLE IS RUNNING ROUGH PULLED CODES WITH KDS FOUND NO CODES USED LIVE DATA AND FOUND THAT THERE IS LIGHT MISFIRE ON CYLINDER 3 . FOUND THAT THERE IS INTERNAL COOLANT COMING FROM HEAD GASKET . PERFORMED BLOCK TEST FOUND THAT THERE IS EXHAUST GASES IN COOLING SYSTEM. REMOVED VALVE COVER AND FOUND THAT CYLINDER THREE HEAD BOLT IS STRIPPED DUE TO BLOCK THREAD FAILURE RECOMMEND REPLACEMENT OF SHORT BLOCK ASSEMBLY TO FIX CUSTOMERS CONCERN.

*** 12/21/2022 09:18:23 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/21/2022 09:19:35 and created by Frank Lusic ***
1: Hello Jake
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for the return

*** 12/21/2022 09:19:58 ***
PWA Case created for RA Case 15221006 by Frank Lusic

*** 12/21/2022 09:19:58 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.

Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,846

Prod Date: 11/07/2018 **Warranty Start Date:** 01/12/2019

Dealer/Contact Data:

Dealer: NY021 Burdick Kia

Phone: 3152335308 **FAX:** 3154553094

Contact: Robert Kermes **Contact Title:** Exclusive Kia Technician **Service District:** EA11

Case Details:

Case Title: Duplicate - WEB Case # 15186619 Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/02/2023 07:47:43 ***
Engine Diagnosis updated on 1/2/2023 7:47:43 and updated by Siebel eSupport

*** 01/02/2023 07:47:50 ***
Contact = Robert Kermes, Priority = Standard, Sub Status = Dispatched

*** 01/02/2023 07:47:50 ***
Web - Problem Description created on 01/02/2023 07:47:43 and created by Robert Kermes
Engine runs rough and over heats

*** 01/02/2023 07:47:50 ***
Web - Diagnostics created on 01/02/2023 07:47:43 and created by Robert Kermes
Coolant is dripping out of the tail pipe. High pressure exhaust is coming out of the radiator.(Please see attached video). Threads in blocks most likely lifted caused head bolts to be loose

*** 01/02/2023 10:47:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 01/02/2023 10:49:32 and created by Michael Longbehn ***
1: Hello Robert,

This is a duplicate case of 15186619. I will close this case as a duplicate and it will show deny. Please reference 15186619 for further instructions. Thanks.

*** 01/02/2023 10:49:43 ***
Your PWA request to replace the engine has been denied.

*** 01/02/2023 10:49:44 ***
PWA has been denied by Michael Longbehn

*** 01/02/2023 10:49:44 ***
Case closed by Michael Longbehn with Resolution Code : Duplicate Web Case
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,670

Prod Date: 07/21/2017 **Warranty Start Date:** 04/16/2018

Dealer/Contact Data:

Dealer: IN033 Napleton Kia of Carmel

Phone: 4632004113 **FAX:** 3172546540

Contact: Raul Monsivais **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PT- ok bank 1 oil

Case History

*** 01/04/2023 07:54:16 ***
Contact = Raul Monsivais, Priority = Standard, Sub Status = Dispatched

*** 01/04/2023 07:54:17 ***
Web - Problem Description created on 01/04/2023 07:46:56 and created by Raul Monsivais
CUSTOMER STATES VEHICLE IS LEAKING COOLANT

*** 01/04/2023 07:54:17 ***
Web - Diagnostics created on 01/04/2023 07:46:56 and created by Raul Monsivais
CONFIMRED CUSTOMER CONCERN. FOUND COOLANT RESERVIOR TO BE EMPTY AND WHEN I OPENED RADIATOR CAP THE RADIATOR WAS NOT FULL. FILLED WITH ABOUT HALF A GALLON OF GREEN KIA COOLANT BLEED THE AIR OUT AND GOT IT UP TO OPERATING TEMP. PRESSURE TESTED OVER NIGHT SET TO 17 PSI WHEN I CAME BACK IN THE MORNING IT WAS AT 3 PSI. VERIFIRED THERE WAS NO EXTERNAL LEAKS IN THE COOLING SYSTEM. RAISED VEHICLE IN AIR AND COULD SEE ON THE BACK SIDE OF THE BLOCK WHERE THE HEAD GASKET IS THERE IS SEEPAGE

*** 01/04/2023 08:00:46 ***
Web - Note created on 01/04/2023 08:00:46 and created by Raul Monsivais
ATTACHED VIDEO BELOW OF SEEPAGE. FOUND COOLNT LEAKING INTO CYLINDERS

*** 01/04/2023 08:11:24 ***
CDC9B586-C5B5-4C95-87EC-345FDFDAED6F.jpeg added by Raul Monsivais on 01/04/2023 08:11:23

*** 01/05/2023 15:31:53 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/05/2023 15:34:28 and created by Martin Lopez ***
1: Hello Raul,
Can you please attach the video you noted.
There is only a picture attached to the case.

Thanks.

*** 01/06/2023 12:34:53 ***
IMG_4762.MOV added by Raul Monsivais on 01/06/2023 12:34:22

*** 01/06/2023 12:35:04 ***
IMG_4764.MOV added by Raul Monsivais on 01/06/2023 12:34:53

*** Web - Advice created on 01/06/2023 13:54:05 and created by Martin Lopez ***
1: Thanks,
Based on this information, the cylinder head or heads will need to be removed for inspection,
BUT FIRST;

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 01/11/2023 07:59:24 ***
Web - Note created on 01/11/2023 07:59:23 and created by Raul Monsivais
UPON REMOVAL OF REAR VALVE COVER FOUND EXCESSIVE AMOUNT OF SLUDGE BUILD UP ON VALVE COVER AND VALVE TRAIN. STOPPED AND REACHED OUT TO CUSTOMER AND ADVISED THEM IN ORDER TO PROCEED ANY FURTHER WITH TEAR DOWN THEY NEEDED TO SUPPLY ALL OIL CHANGE RECORDS. CUSTOMER DOES NOT HAVE ENOUGH AND THE CURRENT STICKER IN WINDOW IS 2,000 MILES OVER. DON'T HAVE ANY OIL CHANGES ON RECORED. ATTACHED PICTURES OF SLUDGE BELOW

*** 01/11/2023 08:00:39 ***
198710DF-B2B9-4D83-95E8-64F1E063CB2C.jpeg added by Raul Monsivais on 01/11/2023 08:00:38

*** 01/11/2023 08:00:42 ***
1DD64CCD-F2DC-4EDA-9EAE-2C943691CF36.jpeg added by Raul Monsivais on 01/11/2023 08:00:42

*** Web - Advice created on 01/11/2023 10:02:17 and created by Martin Lopez ***
1: Thank you for the information Raul.

-After review, due to severe build up and lack of lubrication your request to replace the engine is denied.
Customer is responsible for repair cost.

*** Web - Advice created on 01/11/2023 10:02:39 and created by Martin Lopez ***
<For Internal Use Only
Reviewed, denied due to severe sludge present.>

*** 01/11/2023 10:02:44 ***
Case closed by Martin Lopez with Resolution Code : Lack of Maintenance
[Resolution Summary]
PT- ok bank 1 oil seepage/leakage between head and block.
Sludge, bad. case reviewed. DENY

*** Service Alert Escalated to CA as: 15274029 on 01/18/2023 01:05:15 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 64,177

Prod Date: 04/25/2014 **Warranty Start Date:** 09/08/2014

Dealer/Contact Data:

Dealer: PA101 Matthews Kia of Blakely

Phone: 5703823297 **FAX:** 5703823361

Contact: GARY THEIS **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 12/19/2022 13:20:26 ***
Contact = GARY THEIS, Priority = Standard, Sub Status = Dispatched

*** 12/19/2022 13:20:26 ***
Web - Problem Description created on 12/19/2022 13:20:26 and created by GARY THEIS
Customer states vehicle overheating.

*** 12/19/2022 13:20:26 ***
Web - Diagnostics created on 12/19/2022 13:20:26 and created by GARY THEIS
Verified low on coolant. Pressure tested coolant and found slight coolant buildup around head gasket area. Ran cylinder leak down with coolant funnel on radiator. Found bubbles in funnel when performed leak down.

*** Service Alert Escalated to CA as: 15221604 on 12/20/2022 01:04:34 (PST)

*** 12/20/2022 15:34:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/20/2022 15:36:45 and created by Martin Lopez ***
1: Hello Gary,
Please attach a video with VIN of the condition you noted.
Thank you.

*** 12/21/2022 07:41:50 ***
Web - Note created on 12/21/2022 07:41:50 and created by GARY THEIS
Uploaded video of coolant bubbling while doing leak down test.

*** 12/21/2022 07:42:09 ***
20221221_101611[1].mp4 added by GARY THEIS on 12/21/2022 07:41:50

*** Web - Advice created on 12/21/2022 07:46:20 and created by Martin Lopez ***
1: Thank you.
Based on this information, the cylinder head or heads will need to be removed for inspection, but first; There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 01/04/2023 13:35:59 ***
Web - Note created on 01/04/2023 13:35:59 and created by GARY THEIS
Removed cams and loosened head bolts. Found loose ones. Attempted to retorque bolts but just spin.
Uploaded video

*** 01/04/2023 13:36:51 ***
20230104_150945[1].mp4 added by GARY THEIS on 01/04/2023 13:35:59

*** Web - Advice created on 01/04/2023 13:52:00 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 01/04/2023 13:52:17 ***
PWA Case created for RA Case 15220884 by Martin Lopez

*** 01/04/2023 13:52:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,582

Prod Date: 06/27/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: WA030 George Gee Kia

Phone: 5092102000 **FAX:** 5099271915

Contact: Doug Beckham **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/30/2022 11:54:27 ***
Contact = Doug Beckham, Priority = Standard, Sub Status = Dispatched

*** 12/30/2022 11:54:27 ***
Web - Problem Description created on 12/30/2022 11:49:22 and created by Doug Beckham
CUSTOMER STATES THERE IS A OIL LEAK.

*** 12/30/2022 11:54:27 ***
Web - Diagnostics created on 12/30/2022 11:49:22 and created by Doug Beckham
found that there is oil leaking around the head gasket ,

*** 12/30/2022 11:54:28 ***
IMG_3331.jpg added by Doug Beckham on 12/30/2022 11:54:28

*** 12/30/2022 11:54:28 ***
IMG_3333.jpg added by Doug Beckham on 12/30/2022 11:54:28

*** 01/03/2023 10:19:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/03/2023 10:20:40 and created by Frank Lusic ***
1: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/04/2023 15:00:00 ***
Web - Note created on 01/04/2023 15:00:00 and created by Doug Beckham
pulled the valve cover and ft cam and checked the torque and bolt spun

*** Web - Advice created on 01/04/2023 15:01:39 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 01/04/2023 15:02:00 ***
PWA Case created for RA Case 15240675 by Frank Lusic

*** 01/04/2023 15:02:00 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,715

Prod Date: 05/17/2017 **Warranty Start Date:** 06/30/2018

Dealer/Contact Data:

Dealer: MD004 Nationwide Kia

Phone: 4105619000 **FAX:** 4105611967

Contact: herman fischer **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/01/2022 09:25:45 ***
Contact = herman fischer, Priority = Standard, Sub Status = Dispatched

*** 12/01/2022 09:25:45 ***
Web - Problem Description created on 12/01/2022 09:02:44 and created by herman fischer
customer states head gasket may be bad

*** 12/01/2022 09:25:45 ***
Web - Diagnostics created on 12/01/2022 09:02:44 and created by herman fischer
found oil in coolant system .
started engine with coolant cap off , a geyser of oil came out of radiator (video attached)
failed hydrocarbon test (video attached)
engine oil 1 qt. low
all coolant hoses swollen
found head gaskets leaking oil externally
no dtc's

*** Service Alert Escalated to CA as: 15191137 on 12/02/2022 01:04:37 (PST)

*** 12/02/2022 07:46:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/02/2022 07:48:15 and created by Frank Lusic ***
1: Hello Herman
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond

specifications Please report your findings

*** 12/14/2022 14:06:12 ***
Web - Note created on 12/14/2022 14:06:12 and created by herman fischer
will be removing heads Monday or Tuesday for inspection

*** Web - Advice created on 12/14/2022 14:20:07 and created by Frank Lusic ***
1: Thanks for the update,

*** Case has been auto closed by the system on 12/30/2022 01:10:25 (PST)
*** 01/10/2023 13:38:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/10/2023 13:39:20 and created by Frank Lusic ***
1: Notes from a duplicate web case
 01/09/2023 11:31:30 and created by herman fischer

request to reopen previous case

*

verified head bolt holes are stripped, threads pulling out

*** Web - Advice created on 01/10/2023 13:40:59 and created by Frank Lusic ***
1: Herman, Please do not open another case to request that the original case be reopened , request that the original case be reopened , This just creates a lot of extra work for us

Attach the pictures to this case

*** 01/10/2023 15:53:40 ***
Web - Note created on 01/10/2023 15:53:40 and created by herman fischer
only 2 head bolts on the front head were able to be torqued to 30 ftlb.

*** 01/10/2023 15:53:42 ***
20230109_141417[1].jpg added by herman fischer on 01/10/2023 15:53:41

*** 01/10/2023 15:53:43 ***
20230109_140544[1].jpg added by herman fischer on 01/10/2023 15:53:42

*** 01/10/2023 15:54:08 ***
20230109_140702[1].mp4 added by herman fischer on 01/10/2023 15:53:43

*** Web - Advice created on 01/11/2023 06:05:13 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 01/11/2023 06:05:36 ***
PWA Case created for RA Case 15189462 by Frank Lusic

*** 01/11/2023 06:05:36 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 101,590

Prod Date: 08/11/2013 **Warranty Start Date:** 11/16/2013

Dealer/Contact Data:

Dealer: IN037 Lou Fusz Kia of Evansville

Phone: 8124730215 **FAX:** 8124744433

Contact: Kyle Windbiger **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: No powertrain.

Case History

*** 01/12/2023 07:14:03 ***
Contact = Kyle Windbiger, Priority = Standard, Sub Status = Dispatched

*** 01/12/2023 07:14:03 ***
Web - Problem Description created on 01/12/2023 07:10:30 and created by Kyle Windbiger
Opening this case at the request of warranty clerk so there would be a record of this. Customer complaint is the vehicle is overheating. I found that there was oil in the coolant reservoir. Customer gave permission to teardown engine and find root cause of failure. Found both head bolts between cylinders 4 and 6 were stripped in the cylinder block. I have sent video and a picture of the head bolts.

*** 01/12/2023 07:14:03 ***
Web - Diagnostics created on 01/12/2023 07:10:30 and created by Kyle Windbiger
Engine teardown to find point of failure.

*** 01/12/2023 07:14:04 ***
20230112_091156.jpg added by Kyle Windbiger on 01/12/2023 07:14:04

*** 01/12/2023 07:14:11 ***
20230106_101041.mp4 added by Kyle Windbiger on 01/12/2023 07:14:05

*** Service Alert Escalated to CA as: 15266361 on 01/13/2023 01:04:32 (PST)

*** 01/13/2023 14:30:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/13/2023 14:33:56 and created by Martin Lopez ***
1: Hello Kyle,
Thanks for the information. The vehicle does not have a valid powertrain warranty. Customer is responsible for repair cost.

Please give the customer an estimate on repairs for engine replacement.
Your request to replace the engine is denied.

*** 01/13/2023 14:34:18 ***
Case closed by Martin Lopez with Resolution Code : No Warranty Coverage
[Resolution Summary]
No powertrain.
over heating. Stripped head bolts.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,349

Prod Date: 10/04/2013 **Warranty Start Date:** 04/01/2014

Dealer/Contact Data:

Dealer: CA283 Car Pros Kia Glendale

Phone: 8187451400 **FAX:** 8182440044

Contact: Petoo Khosravian **Contact Title:** Shop Foreman **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 01/06/2023 08:45:05 ***
Contact = Petoo Khosravian, Priority = Standard, Sub Status = Dispatched

*** 01/06/2023 08:45:05 ***
Web - Problem Description created on 01/06/2023 08:35:36 and created by Petoo Khosravian
Customer states vehicle is over heating and smells like coolant ,check and advise.

*** 01/06/2023 08:45:05 ***
Web - Diagnostics created on 01/06/2023 08:45:05 and created by Siebel eSupport
Check and inspect verify concern and check coolant level low and found leaking coolant behind the cylinder head and block, sent video leaking coolant.

*** 01/06/2023 08:55:38 ***
IMG_7807.MOV added by Petoo Khosravian on 01/06/2023 08:54:39

*** Service Alert Escalated to CA as: 15254873 on 01/07/2023 01:04:35 (PST)

*** 01/09/2023 08:48:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 01/09/2023 08:51:45 and created by Eric Patterson ***
1: Thank you Petoo

: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Web - Advice created on 01/09/2023 08:52:17 and created by Eric Patterson ***
1: Just the front head if its leaking If one of the bolts is loose and will not hold is enough

*** 01/12/2023 12:32:18 ***
IMG_7837.MOV added by Petoo Khosravian on 01/12/2023 12:30:37

*** 01/12/2023 12:51:06 ***
Web - Note created on 01/12/2023 12:51:06 and created by Petoo Khosravian
Hello Eric.
I send video cylinder head bolt video thank you.

*** Web - Advice created on 01/12/2023 16:50:17 and created by Eric Patterson ***
1: Thank you Petoo

*** Web - Advice created on 01/12/2023 16:55:49 and created by Eric Patterson ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** Web - Advice created on 01/12/2023 16:58:30 and created by Eric Patterson ***
1: If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need replaced please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 01/12/2023 16:58:49 ***
PWA Case created for RA Case 15253306 by Eric Patterson

*** 01/12/2023 16:58:49 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,863

Prod Date: 10/06/2014 **Warranty Start Date:** 12/06/2014

Dealer/Contact Data:

Dealer: PA050 Gateway Kia

Phone: 2154911400 **FAX:** 2154916271

Contact: Christopher McKenney **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine Mechanical # Cylinder Head Bolt Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/13/2023 12:38:18 ***
Engine Diagnosis updated on 1/13/2023 12:38:18 and updated by Siebel eSupport

*** 01/13/2023 12:59:45 ***
Contact = Christopher McKenney, Priority = Standard, Sub Status = Dispatched

*** 01/13/2023 12:59:45 ***
Web - Problem Description created on 01/13/2023 12:38:19 and created by Christopher McKenney
Customer states engine overheating, running rough.

*** 01/13/2023 12:59:45 ***
Web - Diagnostics created on 01/13/2023 12:38:19 and created by Christopher McKenney
Verified complaints, checked coolant level, radiator empty. Added coolant to top-off level, verified overheating. Visually inspected engine and engine bay for visible coolant leaks, found oil and coolant leaking from back of engine at head gasket area of cylinder #5. Removed bank 1 valve cover, checked torque of head bolts, found head bolt between cylinders #3 and #5 under exhaust cam stripped and not holding torque. Performed leak-down test of bank 1 cylinders, found combustion leaks into cooling system in cylinders #3 and #5. Video attached.

*** 01/13/2023 13:00:11 ***
20230113_155346[1].mp4 added by Christopher McKenney on 01/13/2023 12:59:45

*** 01/16/2023 06:57:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 01/16/2023 06:59:33 and created by Michael Longbehn ***
1: Good morning Chrisopher,

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 01/16/2023 07:00:06 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 01/16/2023 07:00:07 ***
PWA has been authorized by Michael Longbehn

*** 01/16/2023 07:00:07 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,749

Prod Date: 04/02/2014 **Warranty Start Date:** 07/26/2014

Dealer/Contact Data:

Dealer: FL166 Kia of Cape Coral

Phone: 2392427000 **FAX:** 2392427001

Contact: Don Verville **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Engine Mechanical # Cylinder Head Thread Damage Case for

Symptom: Lack of Power **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/17/2023 08:14:29 ***
Engine Diagnosis updated on 1/17/2023 8:14:29 and updated by Siebel eSupport

*** 01/17/2023 08:24:38 ***
Contact = Don Verville, Priority = Standard, Sub Status = Dispatched

*** 01/17/2023 08:24:39 ***
Web - Problem Description created on 01/17/2023 08:14:29 and created by Don Verville
Coolant and oil leaking at fornt of engine. Cylinder 6 is misfiring.

*** 01/17/2023 08:24:39 ***
Web - Diagnostics created on 01/17/2023 08:14:29 and created by Don Verville
Scan for codes. P0306. Found oil and coolant leaking down the front of the engine. Bore scope cylinder with cooling system under pressure. System will not build pressure. large amounts of air flowing from spark plug tube. Bore scope showed and oily sludge running down cylinder #6. Please review photo below. Video capture shows misfire as well as noise from engine. noise is believed to be combustion pressure leaving the front of the engine between the cylinder head and block. Please review videos. Available maintenance records show most service performed a swift lube, including a recent coolant service at around 90k. Oil is full, coolant is half way down the radiator and still mostly green.

*** 01/17/2023 08:24:39 ***
DCF_0013.jpg added by Don Verville on 01/17/2023 08:24:39

*** 01/17/2023 08:24:56 ***
20230116_133838.mp4 added by Don Verville on 01/17/2023 08:24:39

*** 01/18/2023 09:40:41 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 01/18/2023 09:44:16 and created by Michael Longbehn ***
1: Good morning Don,

Thanks for the InfoMation and video. I will need the following before we can proceed. Please upload a video of the odometer mileage, VIN and of you performing a block check and of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** 01/18/2023 11:33:00 ***
Web - Note created on 01/18/2023 11:33:00 and created by Don Verville
Michael, We dont have a block test kit in the shop, so i just did a leak down test. Its pretty obvious there is a catastrophic failure of some sort here. Please review the attached video for confirmation.

*** 01/18/2023 11:33:19 ***
Leakdown.mp4 added by Don Verville on 01/18/2023 11:33:01

*** Web - Advice created on 01/18/2023 12:31:25 and created by Michael Longbehn ***
1: Hello Don, Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 01/20/2023 08:23:17 ***
Web - Note created on 01/20/2023 08:23:17 and created by Don Verville
Michael, I lifter the front cam of bank two just engough to get to the head bolts. Attempt to retorque the corner head bolt failed. I was able to remove the bolt with thread still on the bolt. Please review the attached photo. I also attempted to retoque all of the front bolts on bank two. None of them would get past 35ft lbs. All of them began to spin freely following retorque attempt. No metal showing the the Exhaust OCV of bank 2.

*** 01/20/2023 08:23:18 ***
20230120_111117.jpg added by Don Verville on 01/20/2023 08:23:18

*** Web - Advice created on 01/20/2023 08:31:46 and created by Michael Longbehn ***
1: Good morning Don,

Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 01/20/2023 08:31:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 01/20/2023 08:31:56 ***
PWA has been authorized by Michael Longbehn

*** 01/20/2023 08:31:56 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 94,799

Prod Date: 10/26/2017 **Warranty Start Date:** 10/31/2018

Dealer/Contact Data:

Dealer: PA060 Gateway Kia of Quakertown

Phone: 2155383500 **FAX:** 2155389244

Contact: Damian Nemeth **Contact Title:** Exclusive Kia Technician **Service District:** EA07

Case Details:

Case Title: Engine - Overheats # Stripped Block Threads Case for Warranty

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 12/20/2022 06:27:54 ***
Contact = Damian Nemeth, Priority = Standard, Sub Status = Dispatched

*** 12/20/2022 06:27:54 ***
Web - Problem Description created on 12/19/2022 14:11:23 and created by Damian Nemeth
Customer states vehicle overheating and smoking from tailpipe.

*** 12/20/2022 06:27:55 ***
Web - Diagnostics created on 12/19/2022 14:11:23 and created by Damian Nemeth
Verified concern. Topped off coolant. Removed radiator cap. With engine not up to temp coolant was like a gieser from the radiator. Attached video below. Believe bad head gasket.

*** 12/21/2022 11:26:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 12/21/2022 11:26:47 and created by Jeffrey Minderhoud ***
1: Reviewing case.

*** Web - Advice created on 12/21/2022 11:46:55 and created by Jeffrey Minderhoud ***
1: Then please perform a block check and add a short video of the fluid changing color while performing the test. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** 12/22/2022 11:07:52 ***
IMG_3716.MOV added by Damian Nemeth on 12/22/2022 11:07:11

*** 12/22/2022 11:38:50 ***
Web - Note created on 12/22/2022 11:38:50 and created by Damian Nemeth
ATTACHED VIDEO

*** 12/22/2022 12:26:40 ***
62E7E56F-806B-4433-8ADA-A762510ADC79.jpeg added by Damian Nemeth on 12/22/2022 12:26:39

*** 12/28/2022 07:16:19 ***
Web - Note created on 12/28/2022 07:16:18 and created by Timothy Replogle
We are now 6 days since the video was posted with no response. I need a response so I can communicate with customer.

*** Web - Advice created on 01/03/2023 07:47:05 and created by Jeffrey Minderhoud ***
1: Sorry for the delays due to the holidays. Thank you for the video showing the block check has failed.
2: We will need the Customers oil change receipts. Please also run a Carfax report and to see if the Customer has any other maintenance receipts on the report if the Customer cannot locate all of them. Then at that point, please get all the (LOF only receipts) Then attach the receipts in chronological order for review. Advise what LOF's are missing. Scanning them in is recommended.
3: If the customer can not provide oil change records please get customer authorization and remove the valve cover to record a short video of the valve train condition and the under side of the valve cover, make sure to include the VIN on the vehicle in the video and attach the file to this case. Thank you.

*** 01/03/2023 10:04:06 ***
Web - Note created on 01/03/2023 10:04:06 and created by Timothy Replogle
Attached is the car fax and oil change receipts customer has access to. Oil changes completed at Jiffy Lube which according to the manager does not keep records for longer then 1 year.

*** 01/03/2023 10:04:10 ***
apesos car fax.pdf added by Timothy Replogle on 01/03/2023 10:04:09

*** 01/03/2023 10:04:13 ***
apesos 4.pdf added by Timothy Replogle on 01/03/2023 10:04:13

*** 01/03/2023 10:04:17 ***
apesos 3.pdf added by Timothy Replogle on 01/03/2023 10:04:17

*** 01/03/2023 10:04:20 ***
apesos 2.pdf added by Timothy Replogle on 01/03/2023 10:04:20

*** 01/03/2023 10:04:23 ***
apesos 1.pdf added by Timothy Replogle on 01/03/2023 10:04:23

*** 01/03/2023 10:04:38 ***
Web - Note created on 01/03/2023 10:04:38 and created by Timothy Replogle
Attached is the car fax and oil change receipts customer has access to. Oil changes completed at Jiffy Lube which according to the manager does not keep records for longer then 1 year.

*** 01/05/2023 08:53:00 ***
Web - Note created on 01/05/2023 08:53:00 and created by Timothy Replogle
Please update asap. Customer is calling every day.

*** 01/06/2023 06:30:40 ***
Web - Note created on 01/06/2023 06:30:40 and created by Damian Nemeth
ANY UPDATE?

*** Web - Advice created on 01/09/2023 13:03:39 and created by Jeffrey Minderhoud ***
1: Reviewing case.

*** Web - Advice created on 01/09/2023 13:23:35 and created by Jeffrey Minderhoud ***
1: There are large gaps in the oil change history from 9424 miles to 39531 then 73411 miles.

Please give the customer the option to authorize removal of the valve cover to record a short video of the valve train condition and the under side of the valve cover, make sure to include the VIN on the vehicle in the video and attach the file to this case.

Thank you.

*** 01/10/2023 08:55:12 ***
Web - Note created on 01/10/2023 08:55:12 and created by Damian Nemeth
CAN I GET AWAY WITH PULLING JUST THE FRONT VALVE COVER SO WE DONT HAVE TO PULL INTAKE PLENUM. OR ARE BOTH REQUIRED FOR INSPECTION??

*** 01/10/2023 12:27:34 ***
Web - Note created on 01/10/2023 12:27:34 and created by Damian Nemeth
Added pictures of valve train

*** 01/10/2023 12:27:36 ***
20230110_150344.jpg added by Damian Nemeth on 01/10/2023 12:27:35

*** 01/10/2023 12:27:37 ***
20230110_150349.jpg added by Damian Nemeth on 01/10/2023 12:27:36

*** 01/10/2023 12:27:38 ***
20230110_150352.jpg added by Damian Nemeth on 01/10/2023 12:27:37

*** 01/11/2023 06:34:33 ***
Web - Note created on 01/11/2023 06:34:33 and created by Damian Nemeth
Added video of valve train and valve cover including vin

*** 01/11/2023 06:34:45 ***
IMG_4872.MOV added by Damian Nemeth on 01/11/2023 06:34:34

*** 01/11/2023 12:15:41 ***
Web - Note created on 01/11/2023 12:15:41 and created by Damian Nemeth
CAN WE GET AN UPDATE ON THIS CASE PLEASE?! TAKING DAYS FOR RESPONSES

*** 01/12/2023 10:10:36 ***
Web - Note created on 01/12/2023 10:10:36 and created by Timothy Replogle
Please provide an update. Video and photos of valve train attached yesterday. Customer is calling everyday.

*** Web - Advice created on 01/12/2023 22:06:21 and created by Jeffrey Minderhoud ***
1: thank you for the video of the valve train. the engine looks clean with no sludge.
2: We will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Record a short video of the attempt to torque the bolts or the stripped threads. get the vin on the vehicle in the video and attach to the case. Thank you.

*** 01/17/2023 11:49:41 ***
Web - Note created on 01/17/2023 11:49:40 and created by Damian Nemeth
Checked one headbolt and its just loose. Won't even up. Took video with torque wrench and vin

*** 01/17/2023 11:50:18 ***
20230117_144251.mp4 added by Damian Nemeth on 01/17/2023 11:49:41

*** Web - Advice created on 01/18/2023 15:28:56 and created by Jeffrey Minderhoud ***
1: Thank you, reviewing case.

*** Web - Advice created on 01/18/2023 15:34:53 and created by Jeffrey Minderhoud ***
1: Thank you for the video showing the threads are stripped for the head bolts. I will authorize the pwa for you now.

Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleries as well.

*** 01/18/2023 15:35:41 ***
PWA Case created for RA Case 15221030 by Jeffrey Minderhoud

*** 01/18/2023 15:35:41 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,085

Prod Date: 06/24/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: CA250 Valley-HI Kia

Phone: 7609550046 **FAX:** 7607804338

Contact: Michael Caballero **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine Mechanical # Cylinder Head Bolt Thread Damage Case for

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/20/2023 17:05:02 ***
Contact = Joseph Pearring, Priority = Standard, Sub Status = Dispatched

*** 01/20/2023 17:05:02 ***
Engine Diagnosis updated on 1/20/2023 17:5:2 and updated by Siebel eSupport

*** 01/20/2023 17:05:03 ***
Web - Problem Description created on 01/20/2023 16:57:49 and created by Joseph Pearring
Customer states vehicle is overheating, gauge went to 3/4.

*** 01/20/2023 17:05:03 ***
Web - Diagnostics created on 01/20/2023 16:57:49 and created by Joseph Pearring
Upon inspection verified concern. found vehicle to start overheating after allowing to run in stall. Reservoir level was correct, but radiator was very low. performed pressure test and found external leak from rear cylinder head gasket due to insufficient cylinder head bolt torque. Seeking short block engine replacement. please see photos.

*** 01/20/2023 17:08:26 ***
89FD1793-4DA5-4962-B411-D062B044EBD4.jpeg added by Joseph Pearring on 01/20/2023 17:08:26

*** 01/20/2023 17:08:36 ***
IMG_0603.MOV added by Joseph Pearring on 01/20/2023 17:08:26

*** 01/23/2023 15:11:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 01/23/2023 15:13:12 and created by Michael Longbehn ***
1: Hello Joseph,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a

few things.

Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/03/2023 21:14:58 ***
Web - Note created on 02/03/2023 21:14:58 and created by Michael Caballero
Added to this case is the ocv exhaust side photo attached.

*** 02/03/2023 21:15:00 ***
167548763441194262419055134161 6.jpg added by Michael Caballero on 02/03/2023 21:14:59

*** 02/03/2023 21:15:01 ***
167548767282055511800964795776 13.jpg added by Michael Caballero on 02/03/2023 21:15:00

*** 02/03/2023 21:36:30 ***
Web - Note created on 02/03/2023 21:36:30 and created by Michael Caballero
Added is the photo of 3 strip bolts exactly where the leak is. Photo is attached already.

*** 02/03/2023 21:36:35 ***
167548891477083337167905567405 79.jpg added by Michael Caballero on 02/03/2023 21:36:34

*** 02/03/2023 21:36:36 ***
167548895659543787257750193162 8.jpg added by Michael Caballero on 02/03/2023 21:36:35

*** 02/03/2023 21:42:33 ***
Web - Note created on 02/03/2023 21:42:32 and created by Michael Caballero
Added video is trying to tighten the 3 strip bolts but it won't tighten with the Vin plate.

*** 02/03/2023 21:42:52 ***
20230203_214019.mp4 added by Michael Caballero on 02/03/2023 21:42:33

*** 02/04/2023 12:42:29 ***
Web - Note created on 02/04/2023 12:42:29 and created by Michael Caballero
Good day Michael Longbehn,

I will be taking over this case. thank you sir.

*** Web - Advice created on 02/06/2023 08:33:53 and created by Michael Longbehn ***
1: Good morning Michael,

Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 02/06/2023 08:33:58 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 02/06/2023 08:33:58 ***
PWA has been authorized by Michael Longbehn

*** 02/06/2023 08:33:59 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,840

Prod Date: 03/21/2013 **Warranty Start Date:** 04/06/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Isaiah Mullings **Contact Title:** Dual Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 01/23/2023 18:11:59 ***
Contact = Isaiah Mullings, Priority = Standard, Sub Status = Dispatched

*** 01/23/2023 18:11:59 ***
Web - Problem Description created on 01/23/2023 18:11:59 and created by Isaiah Mullings
vehicle towed in engine is leaking coolant.

*** 01/23/2023 18:12:00 ***
Web - Diagnostics created on 01/23/2023 18:11:59 and created by Isaiah Mullings
vehicle was inspected for leaks while in air no active leaks were present. radiator cap was removed and coolant level was low could not see coolant right at coolant filler neck. coolant level was filled and cooling system test was completed, system was pressurized and system was holding pressure inspected for leaks once again while test was being done and still no leaks were present. coolant at filler neck was then drained a bit and vehicle was brought to operating temperature. a block test was then performed and vehicle failed test exhaust gases were present and test fluid turned yellow.

*** 01/25/2023 08:44:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/25/2023 08:46:45 and created by Martin Lopez ***
1: Hello Isaiah,
Please attach a video with VIN of the failed block test.
Thank you.

*** 01/26/2023 09:08:40 ***
Web - Note created on 01/26/2023 09:08:40 and created by Isaiah Mullings
block test video was attached.

*** 01/26/2023 09:09:08 ***
IMG_7453.MOV added by Isaiah Mullings on 01/26/2023 09:08:40

*** Web - Advice created on 01/26/2023 09:22:14 and created by Martin Lopez ***
1: Thank you.
Based on this information, the cylinder head or heads will need to be removed for inspection,
BUT FIRST;
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 01/31/2023 09:16:26 ***
Web - Note created on 01/31/2023 09:16:26 and created by Isaiah Mullings
Video of head bolts being torqued attached below. multiple bolts failed to hold torque.

*** 01/31/2023 09:17:05 ***
IMG_7470.MOV added by Isaiah Mullings on 01/31/2023 09:16:26

*** Web - Advice created on 01/31/2023 09:32:49 and created by Martin Lopez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 01/31/2023 09:33:03 ***
Allow Auto PWA Case checked on 1/31/2023 9:33:2 and checked by Martin Lopez

*** 01/31/2023 09:33:20 ***
PWA Case 15299755 created by Martin Lopez

*** 01/31/2023 09:33:25 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 15301503 on 02/01/2023 01:04:30 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,640

Prod Date: 10/31/2014 **Warranty Start Date:** 12/10/2014

Dealer/Contact Data:

Dealer: CO036 Peak Kia Colorado Springs

Phone: 7197856100 **FAX:** 7197856174

Contact: Justin Nasution **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Cylinder Head Thread Bolt Damage Case for

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/01/2023 07:45:12 ***
Engine Diagnosis updated on 2/1/2023 7:45:12 and updated by Siebel eSupport

*** 02/01/2023 07:55:01 ***
Contact = Jon Nasution, Priority = Standard, Sub Status = Dispatched

*** 02/01/2023 07:55:01 ***
Web - Problem Description created on 02/01/2023 07:45:12 and created by Jon Nasution
ENGINE OVERHEATING AND COOLANT BUBBLING OUT OF COOLANT RESERVOIR.

*** 02/01/2023 07:55:02 ***
Web - Diagnostics created on 02/01/2023 07:45:13 and created by Jon Nasution
FOUND COOLANT LEAKING FROM RADIATOR CAP AND RESERVOIR. PRESSURE TESTED SYSTEM AND FOUND COOLANT LEAKING INTO CYLINDER 1 AND 3. PERFORMED COMBUSTION LEAK TEST, WHILE RUNNING COOLANT HAS EXHAUST GASSES COMING OUT OF RADIATOR AND COOLANT BUBBLING OVER OUT OF RADIATOR ALSO CAUSING EXCESSIVE PRESSURE ON COOLING SYSTEM. ENGINE HAS OIL LEAKING EXTERNALLY FROM BANK ONE CYLINDER HEAD ON OUT SIDE OF HEAD BELOW EXHAUST MANIFOLD. RECOMMEND SHORT BLOCK REPLACEMENT WITH NEW HEAD GASKETS DUE TO POSSIBLE HEAD BOLT THREAD DAMAGE IN BLOCK

*** 02/02/2023 10:18:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 02/02/2023 10:19:20 and created by Michael Longbehn ***
1: Hello Jon,

Thanks for the information. We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/02/2023 11:53:52 ***
Web - Note created on 02/02/2023 11:53:52 and created by Jon Nasution
Thank you. I will proceed with teardown and get back to you with further information.

*** Web - Advice created on 02/02/2023 12:16:36 and created by Michael Longbehn ***
<For Internal Use Only
.>

*** Case has been auto closed by the system on 02/18/2023 01:13:26 (PST)
*** 03/01/2023 15:31:14 ***
Case Number: XXXXXXXX Reopen Requested by Justin Nasution.
Reason: [tore engine assembly down for further inspection, found bank 1 headbolts to have pulled threads.]

*** 03/01/2023 15:33:52 ***
Reopened with Sub Status of Working

*** 03/03/2023 11:28:01 ***
Web - Note created on 03/03/2023 11:28:00 and created by Justin Nasution
i have taken over engine teardown of thi vehicle, upon removing the heads for further inspection one of the headbolts on bank one pulled the threads completely out of the block.

i will attach a photo for you to view.

*** 03/03/2023 11:28:02 ***
headbolt.jpg added by Justin Nasution on 03/03/2023 11:28:01

*** Web - Advice created on 03/03/2023 12:11:27 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/03/2023 12:11:31 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/03/2023 12:11:31 ***
PWA has been authorized by Michael Longbehn

*** 03/03/2023 12:11:32 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,496

Prod Date: 04/15/2013 **Warranty Start Date:** 09/13/2013

Dealer/Contact Data:

Dealer: NM016 Fiesta Kia

Phone: 5059992700 **FAX:** 5059992746

Contact: Michael Garcia III **Contact Title:** Exclusive Kia Technician **Service District:** SW09

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 02/01/2023 12:24:16 ***
Contact = Michael Garcia III, Priority = Standard, Sub Status = Dispatched

*** 02/01/2023 12:24:16 ***
Web - Problem Description created on 02/01/2023 12:20:08 and created by Michael Garcia III
C/S that there is a oil leak coming for the motor
Performed and cleaned engine to find leak, found leak at the bank 1 cyl head

*** 02/01/2023 12:24:16 ***
Web - Diagnostics created on 02/01/2023 12:20:08 and created by Michael Garcia III
Performed and cleaned around the center the valley after removing the upper and lower intake manifold, reinstalled all parts and performed a inspection using a bore scope to find the oil leaking from bank 1 cyl head. Im sending a video of the leak coming from between the cyl head and cyl block. I have seen this before from cylinder head bolt hole failure inside the engine block.

*** 02/01/2023 12:24:51 ***
20230201_130452.mp4 added by Michael Garcia III on 02/01/2023 12:24:17

*** 02/02/2023 13:47:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/02/2023 13:59:00 and created by Martin Lopez ***
1: Hello Michael,
Need for you to check if the head bolts can be re-torqued down or if you find any loose head bolts on bank 1.
Please supply a video with VIN of your findings.
Thank you.

*** 02/07/2023 08:07:18 ***
Web - Note created on 02/07/2023 08:07:18 and created by Michael Garcia III
I'm send the requested vid thank you sir !

*** 02/07/2023 08:07:58 ***
20230207_090004.mp4 added by Michael Garcia III on 02/07/2023 08:07:18

*** Web - Advice created on 02/07/2023 08:25:43 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 02/07/2023 08:26:03 ***
PWA Case 15313354 created by Martin Lopez

*** 02/07/2023 08:26:06 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,317

Prod Date: 03/19/2013 **Warranty Start Date:** 07/01/2013

Dealer/Contact Data:

Dealer: MD060 Koons Kia of Owings Mills

Phone: 4434712750 **FAX:** 4434712746

Contact: Timothy Breeden **Contact Title:** Exclusive Kia Technician **Service District:** SO10

Case Details:

Case Title: Engine Mechanical # Cylinder Head Bolt Thread Damage Case for

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/02/2023 08:30:13 ***
Engine Diagnosis updated on 2/2/2023 8:30:13 and updated by Siebel eSupport

*** 02/02/2023 08:30:31 ***
Contact = Timothy Breeden, Priority = Standard, Sub Status = Dispatched

*** 02/02/2023 08:30:32 ***
Web - Problem Description created on 02/02/2023 08:30:13 and created by Timothy Breeden
CUSTOMER STATES THE VEHICLE DID NOT START THIS MORNING, SHE WAITED A FEW MINUTES AND THEN IT STARTED THE CHECK ENGINE LIGHT CAME ON AND IT STARTED SHAKING AND BLOWING WHITE SMOKE FROM THE TAILPIPE

*** 02/02/2023 08:30:32 ***
Web - Diagnostics created on 02/02/2023 08:30:14 and created by Timothy Breeden
BACK HEAD BOLTS STRETCHING OR BACKING OUT CAUSING THE HEAD GASKET TO LEAK

*** 02/02/2023 15:21:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 02/02/2023 15:22:12 and created by Michael Longbehn ***
1: Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/08/2023 06:32:04 ***

Web - Note created on 02/08/2023 06:32:03 and created by Keisha Owens
Removed rear (right hand) valve cover. Found coolant mixed with engine oil. Cylinder 3 exhaust side head bolt loose

*** 02/08/2023 06:32:06 ***
167586635647042584297595079071 46.jpg added by Keisha Owens on 02/08/2023 06:32:04

*** 02/08/2023 06:32:08 ***
167586641047339109460737747008 46.jpg added by Keisha Owens on 02/08/2023 06:32:07

*** 02/08/2023 06:32:10 ***
167586666367168363702283155078 7.jpg added by Keisha Owens on 02/08/2023 06:32:09

*** Web - Advice created on 02/08/2023 07:37:57 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 02/08/2023 07:38:11 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 02/08/2023 07:38:12 ***
PWA has been authorized by Michael Longbehn

*** 02/08/2023 07:38:12 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 90,051

Prod Date: 05/15/2014 **Warranty Start Date:** 06/22/2014

Dealer/Contact Data:

Dealer: CA267 Concord Kia

Phone: 9256827100 **FAX:** 9256768065

Contact: Daniel Manibusan **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/26/2023 08:49:18 ***
Contact = Daniel Manibusan, Priority = Standard, Sub Status = Dispatched

*** 01/26/2023 08:49:19 ***
Web - Problem Description created on 01/26/2023 08:48:00 and created by Daniel Manibusan
Customer states: Check for coolant leak, engine overheated, no heat from heater, and check engine light is on.

*** 01/26/2023 08:49:19 ***
Web - Diagnostics created on 01/26/2023 08:48:00 and created by Daniel Manibusan
Verified check engine light is on. Scanned for codes found p0306 misfire cyl 6. Check engine oil dipstick and oil fill hole and see coolant mixed with oil. Found left cylinder head gasket leaking. Took video and attached.

*** 01/26/2023 08:49:21 ***
20230126_080546.jpg added by Daniel Manibusan on 01/26/2023 08:49:19

*** 01/28/2023 06:49:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 01/28/2023 06:53:04 and created by Juan Vazquez ***
1: Thank you for the information and attachment. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** 01/31/2023 08:37:18 ***
Web - Note created on 01/31/2023 08:37:18 and created by Daniel Manibusan
Was going to bring vehicle into shop for tear down but now engine is seized.

*** Web - Advice created on 01/31/2023 08:49:46 and created by Juan Vazquez ***
1: Daniel, when did this engine seized? It was running when the video was taken.

Please remove engine oil dip stick and attach an uninterrupted video showing vehicle, VIN tag, Odometer, oil level on the dipstick, spark plugs removed, empty spark plug holes on the engine, drive belt removed, socket on the crank bolt and technician trying to rotate crankshaft with a torque wrench set to 94 ft. lbs.

Please verify the video shows clear torque wrench setting. If this engine is not seized, I need to see at what torque the engine begins to rotate, thank you.

*** 02/01/2023 08:55:20 ***
Web - Note created on 02/01/2023 08:55:20 and created by Daniel Manibusan
Yes it was running before when I opened the techline case. Was able to bring the car to the stall and park it later. After your response to the case I was going to bring the car in for teardown but it would not start. Tried to manually turn over by hand with torque wrench set to 94 ft. Lbs and could not. Wrench clicked, engine seized. This is a 6 cylinder engine, did you still need me to pull all of the plugs? If so I would have to remove intake manifold.

*** Web - Advice created on 02/01/2023 08:59:15 and created by Juan Vazquez ***
1: No need to remove the spark plugs, just be sure to show torque wrench setting.

*** 02/02/2023 09:15:50 ***
Web - Note created on 02/02/2023 09:15:50 and created by Daniel Manibusan
Attached video of engine seized.

*** 02/02/2023 09:16:04 ***
20230202_090600.mp4 added by Daniel Manibusan on 02/02/2023 09:15:51

*** Web - Advice created on 02/02/2023 09:35:19 and created by Juan Vazquez ***
1: Thank you for the video attachment. The video you have sent in is acceptable showing the VIN and a seized engine.

I have generated and approved a PWA case for you.
Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

For Catastrophic Engine Failure: e.g., rod through block, large metal debris in pan, or seized engine, please refer to Pitstops PS539 and PS213

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** 02/02/2023 09:35:38 ***
PWA Case created for RA Case 15291123 by Juan Vazquez

*** 02/02/2023 09:35:38 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,043

Prod Date: 07/10/2013 **Warranty Start Date:** 09/04/2013

Dealer/Contact Data:

Dealer: NY144 John Starks Kia

Phone: 7184254455 **FAX:** 7182333179

Contact: oshane nichol **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine Mechanical # Cylinder Head Thread Bolt Damage Case for

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/02/2023 13:44:34 ***
Engine Diagnosis updated on 2/2/2023 13:44:34 and updated by Siebel eSupport

*** 02/02/2023 13:49:00 ***
Contact = oshane nichol, Priority = Standard, Sub Status = Dispatched

*** 02/02/2023 13:49:00 ***
Web - Problem Description created on 02/02/2023 13:44:34 and created by oshane nichol
Customer states that the vehicle is overheating and had to add coolant to get to dealer multiple time please check and advise. I verify the concern the vehicle overheat and push out the coolant thru the overflow bottle the hose have alot of pressure in them no check engine light came on and no history codes related.

*** 02/02/2023 13:49:00 ***
Web - Diagnostics created on 02/02/2023 13:44:35 and created by oshane nichol
Scan all systems and link the VDN # I did not find any related codes, after test drive I lift the car to inspect and found the rear head gasket leaking green coolant between the cylinder block and head I attach a picture. I perform a combustion leak test using a oem block tester and the vehicle fail I attach a picture of test which indicates exhaust gas in coolant system causing excessive pressure.

*** 02/02/2023 13:56:53 ***
E60F8927-D555-48FF-9488-4D78070850FA.jpeg added by oshane nichol on 02/02/2023 13:56:52

*** 02/02/2023 13:56:54 ***
6D5D6A7D-B3D4-4DB5-A294-99809C748A88.jpeg added by oshane nichol on 02/02/2023 13:56:54

*** 02/02/2023 13:56:55 ***
146F6739-3AA2-4386-B92D-F5CF6052B9DD.jpeg added by oshane nichol on 02/02/2023 13:56:54

*** 02/03/2023 10:21:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 02/03/2023 10:21:48 and created by Michael Longbehn ***
1: Hello Oshane,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 02/04/2023 07:18:49 ***
Web - Note created on 02/04/2023 07:18:49 and created by oshane nichol
Hello Michael I remove the bank 1 valve cover and camshaft attempt to torque head bolts to 75lbs and 3 of them stripped and pull out the tread on the bolts I attached a short video showing please review sir.

*** 02/04/2023 07:19:21 ***
IMG_2927.MOV added by oshane nichol on 02/04/2023 07:18:49

*** Web - Advice created on 02/06/2023 08:25:17 and created by Michael Longbehn ***
1: Good morning Oshane,

Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 02/06/2023 08:29:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 02/06/2023 08:29:18 ***
PWA has been authorized by Michael Longbehn

*** 02/06/2023 08:29:18 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,336

Prod Date: 03/22/2013 **Warranty Start Date:** 04/13/2013

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:** 3037618943

Contact: Matthew Friedli **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 02/03/2023 13:29:42 ***
Contact = Matthew Friedli, Priority = Standard, Sub Status = Dispatched

*** 02/03/2023 13:29:42 ***
Web - Problem Description created on 02/03/2023 13:17:28 and created by Matthew Friedli
Engine over heating, cooling system over pressureized bubbling into the coolant over flow tank.

*** 02/03/2023 13:29:43 ***
Web - Diagnostics created on 02/03/2023 13:17:29 and created by Matthew Friedli
Tore down the engine and verified that the head bolts pulled out of the engine block and pulled the threds out. Took video while removing the head boltes. Updated VDN

*** Service Alert Escalated to CA as: 15309154 on 02/04/2023 01:04:43 (PST)

*** 02/06/2023 11:00:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/06/2023 11:04:06 and created by Martin Lopez ***
1: Hello Matthew,
Once the cylinder heads are removed, please check them for flatness. If found warped. You will need to replace the cylinder head as well per Pitstop PS539.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 02/06/2023 11:04:23 ***
PWA Case created for RA Case 15308353 by Martin Lopez

*** 02/06/2023 11:04:23 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,494

Prod Date: 08/05/2013 **Warranty Start Date:** 12/28/2013

Dealer/Contact Data:

Dealer: CA257 Team Kia of El Cajon

Phone: 6194447200 **FAX:** 6194446490

Contact: Jose Sandoval **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Fluid Leak - Engine oil # Stripped Block Threads Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 12/15/2022 11:10:37 ***
Contact = Jose Carle Sandoval, Priority = Standard, Sub Status = Dispatched

*** 12/15/2022 11:10:37 ***
Web - Problem Description created on 12/15/2022 11:10:37 and created by Jose Carle Sandoval
CUSTOMER STATES THERE IS A TIMING COVER LEAK ACCORDING TO HIS PERSONAL MECHANIC.

*** 12/15/2022 11:10:38 ***
Web - Diagnostics created on 12/15/2022 11:10:38 and created by Jose Carle Sandoval
VERFIED OIL LEAK, OIL IS LEAKING FROM REAR CYLINDER HEAD AT THE MATING POINT OF GASKET, ALSO WHERE THE TIMING COVER, CYLINDER HEAD, AND BLOCK MEET.

*** 12/15/2022 11:23:58 ***
Accepted from Queue Level 2 Restricted Dealers to WIPBin LV2 Non Reviewed by Christina Pech

*** 12/15/2022 13:20:44 ***
Dispatched from WIPBin = LV2 Non Reviewed to Queue TL_Sorento_Sportage_Telluride by Christina Pech
Reason: Oil leak concern

*** 12/17/2022 12:32:59 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 12/17/2022 12:36:08 and created by Frank Lusic ***
1: Hello Jose
I see that the PT warranty is no longer valid, if this is the case this concern is no longer covered

*** 12/22/2022 08:07:58 ***
Web - Note created on 12/22/2022 08:07:58 and created by Jose Carle Sandoval
VEHICLE BROUGHT IN BY HUSBAND OF ORIGINAL OWNER, MY APOLOGIES I WAS UNAWARE OF THE DIFFERENT NAME, THEY STATED THEY WERE ORIGINAL OWNERS, HER NAME IS BRITTANY PRICE

*** Web - Advice created on 12/22/2022 08:47:59 and created by Frank Lusic ***
1: I will need the following copies
1, the RO from this visit
2, the current vehicles registration

*** 12/26/2022 06:21:15 ***
Web - Note created on 12/26/2022 06:21:15 and created by Jose Carle Sandoval
I have attached current registration and repair order.

*** 12/26/2022 06:21:16 ***
IMG_0438.JPG added by Jose Carle Sandoval on 12/26/2022 06:21:16

*** 12/26/2022 06:21:17 ***
20221226_062013.jpg added by Jose Carle Sandoval on 12/26/2022 06:21:16

*** Web - Advice created on 12/27/2022 06:57:59 and created by Frank Lusic ***
1: Thank you, I will have this reviewed

*** Web - Advice created on 12/27/2022 07:08:04 and created by Frank Lusic ***
1: The warranty has been validated
2: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Case has been auto closed by the system on 01/12/2023 01:08:27 (PST)
*** 01/19/2023 09:07:54 ***
Case Number: XXXXXXXX Reopen Requested by Jose Carle Sandoval.
Reason: [COTINUED DIAGNOSIS]

*** 01/19/2023 09:23:00 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/19/2023 09:23:15 and created by Ramses Sanchez ***
1: The case is now reopened

*** 01/20/2023 08:27:55 ***
Assigned to WIPBin Default of Ramses Sanchez by Rob Levy
Reason: Vehicle Down for 5 or more days

*** Web - Advice created on 01/20/2023 08:42:22 and created by Ramses Sanchez ***
1: Any update on the vehicle ?

*** 01/20/2023 13:53:16 ***
Web - Note created on 01/20/2023 13:53:16 and created by Jose Carle Sandoval
TEAR DOWN IN PROGRESS

*** Web - Advice created on 01/20/2023 14:03:28 and created by Ramses Sanchez ***
1: Thank you for the update.

*** Service Alert Escalated to CA as: 15281470 on 01/21/2023 01:04:53 (PST)

*** 02/03/2023 14:24:41 ***
Web - Note created on 02/03/2023 14:24:41 and created by Jose Carle Sandoval

Re torqued headbolts, only one doesn't hold, bolt stripped. Uploaded video

*** 02/03/2023 14:24:54 ***
20230203_142113.mp4 added by Jose Carle Sandoval on 02/03/2023 14:24:41

*** 02/03/2023 14:27:20 ***
167546319245333640007337970315O.jpg added by Jose Carle Sandoval on 02/03/2023 14:27:19

*** Web - Advice created on 02/03/2023 17:50:58 and created by Ramses Sanchez ***
1: Based on the information provided, please add a video (including Vin Plate) of the valve train to the case and the underside of the valve cover for the maintenance inspection.

*** 02/04/2023 06:27:29 ***
Web - Note created on 02/04/2023 06:27:29 and created by Jose Sandoval
Sent video of valve cover & case with vin.

*** 02/04/2023 06:27:40 ***
20230204_062237.mp4 added by Jose Sandoval on 02/04/2023 06:27:29

*** Web - Advice created on 02/06/2023 14:24:56 and created by Ramses Sanchez ***
1: Thank you for the valve train attachments added to the case. I can see the engine looks like it’s been maintained in accordance with Kia’s maintenance schedule.

*** Web - Advice created on 02/06/2023 14:26:39 and created by Ramses Sanchez ***
<For Internal Use Only
Stripped threads Cyl Block>

*** 02/06/2023 14:28:32 ***
PWA Case created for RA Case 15215720 by Ramses Sanchez

*** 02/06/2023 14:28:32 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 02/06/2023 14:28:43 ***
Reopened with Sub Status of Working

*** 02/06/2023 14:29:02 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 02/06/2023 14:29:03 ***
PWA has been authorized by Ramses Sanchez

*** 02/06/2023 14:29:03 ***
Case closed by Ramses Sanchez with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 75,534

Prod Date: 10/08/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: FL025 Gunther Kia

Phone: 9548002120 **FAX:** 9544536337

Contact: Kashif Robinson **Contact Title:** Exclusive Kia Technician **Service District:** SO02

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 02/07/2023 08:44:01 ***
Contact = Kashif Robinson, Priority = Standard, Sub Status = Dispatched

*** 02/07/2023 08:44:01 ***
Web - Problem Description created on 02/07/2023 08:42:26 and created by Kashif Robinson
Customer states vehicle is overheating while driving, also is running rough and has an abnormal smell coming from the exhaust.

*** 02/07/2023 08:44:01 ***
Web - Diagnostics created on 02/07/2023 08:42:26 and created by Kashif Robinson
Verified customers concern, active code P0301 found present in the system. Vehicle warmed up to normal operating temperature, coolant overflow level found to be rising and bubbling during this time. Block test was completed using the coolant reservoir due to the radiator overfilling. Video attached for review showing the color change of the block testing fluid. Vehicle inspected for leaks and damage, no signs of the cooling system being compromised were found present.

*** 02/07/2023 08:44:38 ***
PXL_20230207_160232584.mp4 added by Kashif Robinson on 02/07/2023 08:44:02

*** 02/09/2023 07:29:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/09/2023 07:29:45 and created by Jeffrey Minderhoud ***
1: Reviewing case.

*** Web - Advice created on 02/09/2023 07:42:02 and created by Jeffrey Minderhoud ***
1: We will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Record a short video of the attempt to torque the bolts or the stripped threads. Make sure to show the valve train condition so we can see if there is any sludge present and get the vin on the vehicle in the video and attach to the case. Thank you.

*** 02/17/2023 10:08:43 ***
PXL_20230217_171626441.mp4 added by Kashif Robinson on 02/17/2023 10:07:25

*** 02/17/2023 10:10:47 ***
Web - Note created on 02/17/2023 10:10:47 and created by Kashif Robinson
Video attached showing the torque sequence, during the degree step the bolt became loose. I've included a close up image of the bolt in case the video isn't clear enough.

*** 02/17/2023 10:10:49 ***
PXL_20230217_171816384.MP.jpg added by Kashif Robinson on 02/17/2023 10:10:48

*** Web - Advice created on 02/20/2023 10:28:25 and created by Jeffrey Minderhoud ***
1: reviewing attachments.

*** Web - Advice created on 02/20/2023 10:46:26 and created by Jeffrey Minderhoud ***
1: Thank you for the video showing the head bolt threads have failed.

Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleries as well.

*** 02/20/2023 10:47:55 ***
PWA Case created for RA Case 15313417 by Jeffrey Minderhoud

*** 02/20/2023 10:47:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,431

Prod Date: 04/03/2018 **Warranty Start Date:** 04/24/2018

Dealer/Contact Data:

Dealer: FL142 Kia Fort Walton Beach

Phone: 8502443878 **FAX:** 8502752227

Contact: Jonathan Taylor **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Engine Mechanical #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 02/21/2023 12:37:51 ***
Contact = Jonathan Taylor, Priority = Standard, Sub Status = Dispatched

*** 02/21/2023 12:37:51 ***
Web - Problem Description created on 02/21/2023 12:37:51 and created by Jonathan Taylor
Customer states loss of coolant and can smell coolant.

*** 02/21/2023 12:37:52 ***
Web - Diagnostics created on 02/21/2023 12:37:52 and created by Jonathan Taylor
Inspected coolant level and found coolant reservoir below low markings. performed coolant system pressure test and found slight loss of pressure. inspected coolant components and engine oil. found oil/coolant mixture. found Bank 2 cylinder 6 area corner of the head to appear to be leaking oil. Using borescope inspected inspected all 6 cylinder while system pressurized and found no coolant leaking in to cylinders.

*** 02/21/2023 12:39:37 ***
BFBD3843-DB74-4D8F-8B0C-9BB774A9A1C2.jpeg added by Jonathan Taylor on 02/21/2023 12:39:35

*** 02/22/2023 07:48:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 02/22/2023 07:51:23 and created by Frank Lusic ***
1: Hello Jonathan
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 02/23/2023 14:47:32 ***
Web - Note created on 02/23/2023 14:47:32 and created by Jonathan Taylor

Loosened and re torqued head bolt. found bank 2 cylinder 6 exhaust side head bolt loose by a full turn. felt rough trying to back out but did torque down.

*** Web - Advice created on 02/23/2023 14:56:40 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 02/23/2023 14:58:35 ***
PWA Case 15349845 created by Frank Lusic

*** 02/23/2023 14:58:35 ***
I have generated and approved a PWA case for you.

*** 03/25/2023 10:21:08 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/25/2023 10:21:47 and created by Frank Lusic ***
1: Notes from a duplicate web case
03/24/2023 08:17:22 and created by Jonathan Taylor

Short block engine replacement. Upon removing fuel injectors found 2 injector seized in cylinder head.

on 03/24/2023 08:17:23 and created by Jonathan Taylor

Attempted to break fuel injectors free. Fuel injectors will not spin or move up and down any.

*** Web - Advice created on 03/25/2023 10:22:32 and created by Frank Lusic ***
1: Jonathan
Please refer to Pitstop PS539 for Engine Component Re-use Guidelines

replace these stuck injectors

*** 04/04/2023 06:06:54 ***
Case Closed with Resolution Code: Warranty Exclusion-Auto Close
Resolution Summary: Warranty Exclusion-Auto Close

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,206

Prod Date: 05/08/2014 **Warranty Start Date:** 03/15/2015

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: Bruce Allen **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Head Bolt Threads Case for Warranty

Symptom: Lack of Power **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/30/2023 12:16:24 ***
Contact = Bruce Allen, Priority = Standard, Sub Status = Dispatched

*** 01/30/2023 12:16:25 ***
Web - Problem Description created on 01/30/2023 12:07:32 and created by Bruce Allen
customer states the vehicle is using coolant

*** 01/30/2023 12:16:25 ***
Web - Diagnostics created on 01/30/2023 12:07:32 and created by Bruce Allen
pulled car in checked for codes non at this time found coolant seaping from head gasket removed coolant from the radiator inoder to make sure that the coolant didnt get mixed with the block tester and found that the flid changed from blue to yellow.

*** Service Alert Escalated to CA as: 15298740 on 01/31/2023 01:04:32 (PST)

*** 01/31/2023 13:02:40 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 01/31/2023 13:03:23 and created by Jeffrey Minderhoud ***
1: Reviewing case.

*** Web - Advice created on 01/31/2023 13:05:33 and created by Jeffrey Minderhoud ***
1: Then please perform a block check and add a short video of the fluid changing color while performing the test. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** Web - Advice created on 01/31/2023 13:12:07 and created by Jeffrey Minderhoud ***
1: We will need the Customers oil change maintenance receipts. Please also run a Carfax report and to see if the Customer

has any other maintenance receipts on the report if the Customer cannot locate all of them. Then at that point, please get all the (LOF only receipts) Then attach the receipts in chronological order for review. Advise what LOF's are missing. Scanning them in is recommended.

*** 02/02/2023 07:01:18 ***
VID_20230202_083632854.mp4 added by Bruce Allen on 02/02/2023 07:00:29

*** 02/02/2023 08:35:08 ***
IMG_20230202_091356358.jpg added by Bruce Allen on 02/02/2023 08:35:06

*** 02/02/2023 10:59:00 ***
Web - Note created on 02/02/2023 10:59:00 and created by Bruce Allen
available records uploaded video of block test and registration, uploaded

*** 02/02/2023 10:59:02 ***
IMG_20230202_103506243.jpg added by Bruce Allen on 02/02/2023 10:59:01

*** 02/02/2023 10:59:03 ***
IMG_20230202_103639892.jpg added by Bruce Allen on 02/02/2023 10:59:03

*** 02/02/2023 10:59:05 ***
IMG_20230202_103551929.jpg added by Bruce Allen on 02/02/2023 10:59:04

*** 02/02/2023 10:59:06 ***
IMG_20230202_103500953.jpg added by Bruce Allen on 02/02/2023 10:59:05

*** 02/02/2023 10:59:07 ***
IMG_20230202_103627128.jpg added by Bruce Allen on 02/02/2023 10:59:06

*** Web - Advice created on 02/02/2023 11:02:14 and created by Tony Thomas ***
1: Validate proper maintenance and get approval to pull the heads to check for further inspection and check the head bolts for pulling threads from the block.

*** 02/10/2023 13:32:22 ***
Web - Note created on 02/10/2023 13:32:22 and created by Bruce Allen
Still awaiting approval for tare down at this time

*** Web - Advice created on 02/13/2023 07:42:19 and created by Jeffrey Minderhoud ***
1: Is this vehicle out of powertrain warranty?

*** 02/17/2023 06:34:28 ***
Web - Note created on 02/17/2023 06:34:28 and created by Robert Humphries
Attached DCS scan for 10/100 powertrain coverage verification. Note: name typo in warranty validation screen for Techline case "Schwarts" correct is Schwartz.

*** 02/17/2023 06:34:29 ***
Techline 15297495 DCS powertrain .pdf added by Robert Humphries on 02/17/2023 06:34:29

*** Web - Advice created on 02/17/2023 14:18:39 and created by Jeffrey Minderhoud ***
1: We fixed the name in the warranty validation section. Now the powertrain warranty box is showing its checked. The oil change records are not engough to show the maintenance was done on schedule.
2: If the customer can not provide oil change records please get customer authorization and remove the valve cover to record a short video of the valve train condition and the under side of the valve cover, make sure to include the VIN on the vehicle in the video and attach the file to this case. Thank you.

*** 02/23/2023 12:02:42 ***
Web - Note created on 02/23/2023 12:02:41 and created by Bruce Allen
got to tare down found bank one to have serval bolts pull the threads bank one believes head warpage at this time i would

recommend both heads with short block.

*** Web - Advice created on 02/24/2023 11:24:01 and created by Jeffrey Minderhoud ***
1: Please attach pictures of the stripped thread on the head bolts and attach picures of the valve train condition.

*** 02/25/2023 06:50:58 ***
IMG_20230225_081241373.jpg added by Bruce Allen on 02/25/2023 06:50:57

*** 02/25/2023 06:51:00 ***
IMG_20230225_081301627.jpg added by Bruce Allen on 02/25/2023 06:50:59

*** 02/25/2023 06:51:02 ***
IMG_20230225_081309104.jpg added by Bruce Allen on 02/25/2023 06:51:01

*** 02/25/2023 06:51:46 ***
Web - Note created on 02/25/2023 06:51:46 and created by Bruce Allen
photos added to cases

*** Web - Advice created on 02/27/2023 13:54:25 and created by Jeffrey Minderhoud ***
1: Reviewing

*** Web - Advice created on 02/27/2023 13:56:33 and created by Jeffrey Minderhoud ***
1: Thank you for the pictures showing the valve train has no sludge and the threads are damaged for the head bolts.
2: Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped I would recommend sending them out for pressure checking and a valve job. If they are warped I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleries as well.

*** 02/27/2023 13:57:03 ***
PWA Case created for RA Case 15297495 by Jeffrey Minderhoud

*** 02/27/2023 13:57:03 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,163

Prod Date: 05/17/2014 **Warranty Start Date:** 07/08/2014

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: michael locy **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Cylinder Head Bolt Damage Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/28/2023 06:14:56 ***
Contact = michael locy, Priority = Standard, Sub Status = Dispatched

*** 02/28/2023 06:14:57 ***
Engine Diagnosis updated on 2/28/2023 6:14:57 and updated by Siebel eSupport

*** 02/28/2023 06:14:57 ***
Web - Problem Description created on 02/28/2023 06:14:57 and created by michael locy
VERIFIED VEHICLE OVERHEATING, PRESSURE TESTED COOLANT SYSTEM, FOUND COOLANT LEAK AT FRONT CYLINDER HEAD., REMOVED VALVE COVER AND TORQUE TESTED CYLINDER BOLTS, FOUND STRIPPED THREADS ON CYLINDER HEAD BOLT, ATTACHING PIC OF BOLT AND STRIPPED THREADS FOR PWA

*** 02/28/2023 06:14:57 ***
Web - Diagnostics created on 02/28/2023 06:14:57 and created by michael locy
VERIFIED VEHICLE OVERHEATING, PRESSURE TESTED COOLANT SYSTEM, FOUND COOLANT LEAK AT FRONT CYLINDER HEAD., REMOVED VALVE COVER AND TORQUE TESTED CYLINDER BOLTS, FOUND STRIPPED THREADS ON CYLINDER HEAD BOLT, ATTACHING PIC OF BOLT AND STRIPPED THREADS FOR PWA

*** 02/28/2023 06:16:54 ***
167759375607083444134393445990 90.jpg added by michael locy on 02/28/2023 06:16:52

*** 02/28/2023 06:16:56 ***
167759378693966577076549961888 74.jpg added by michael locy on 02/28/2023 06:16:54

*** 02/28/2023 09:08:48 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 02/28/2023 09:13:37 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 02/28/2023 09:13:46 ***
PWA has been authorized by Michael Longbehn

*** 02/28/2023 09:13:46 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,453

Prod Date: 10/08/2014 **Warranty Start Date:** 01/31/2015

Dealer/Contact Data:

Dealer: PA094 Scott Kia of Springfield

Phone: 6105440100 **FAX:** 6103286745

Contact: Matthew Kauffman **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/02/2023 09:33:07 ***
Contact = Matthew Kauffman, Priority = Standard, Sub Status = Dispatched

*** 03/02/2023 09:33:08 ***
Engine Diagnosis updated on 3/2/2023 9:33:8 and updated by Siebel eSupport

*** 03/02/2023 09:33:08 ***
Web - Problem Description created on 03/02/2023 09:33:08 and created by Matthew Kauffman
Customer states vehicle overheats. Verified. Combustion pressure present in cooling system. Performed visual inspection, found coolant leaking profusely at the lower back corner of the RH cylinder head.

*** 03/02/2023 09:33:08 ***
Web - Diagnostics created on 03/02/2023 09:33:08 and created by Matthew Kauffman
Removed camshafts and checked head bolt torque, several bolts would not accept 50 ft-lbs. Video attached of threads and bolt on rear RH lower head corner.

*** 03/02/2023 09:33:18 ***
IMG_0140.MOV added by Matthew Kauffman on 03/02/2023 09:33:08

*** 03/02/2023 09:33:25 ***
IMG_0141.MOV added by Matthew Kauffman on 03/02/2023 09:33:19

*** 03/02/2023 14:01:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/02/2023 14:05:22 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I

will approve the engine PWA for you. Thank you.

*** 03/02/2023 14:05:33 ***
PWA has been authorized by Michael Longbehn

*** 03/02/2023 14:05:34 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,466

Prod Date: 02/21/2014 **Warranty Start Date:** 07/12/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Andre Oertel **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/03/2023 07:29:54 ***
Engine Diagnosis updated on 3/3/2023 7:29:54 and updated by Siebel eSupport

*** 03/03/2023 07:36:17 ***
Contact = Andre Oertel, Priority = Standard, Sub Status = Dispatched

*** 03/03/2023 07:36:17 ***
Web - Problem Description created on 03/03/2023 07:29:54 and created by Andre Oertel
VEHICLE LEAKING COOLANT PROFUSELY, SMOKING HEAVILY FROM EXHAUST, DIED WHILE DRIVING. BATTERY WAS DEAD ON ARRIVAL.

*** 03/03/2023 07:36:18 ***
Web - Diagnostics created on 03/03/2023 07:29:54 and created by Andre Oertel
INSPECTED: NOTED COOLANT LOW & LEAKING EXTERNALLY FROM HEAD GASKET AREA. OIL LEVEL APPROX 1 QUART LOW, DUE FOR CHANGE. HEAVY AMOUNTS OF "BURNT COOLANT" SMOKE FROM EXHAUST. COOLANT & ENGINE OIL MIXED/CHURNED IN COOLANT OVERFLOW RESERVOIR. REMOVED VALVE COVER FOR INTERNAL INSPECTION: NOTED RESIDUE OF MIXED/CHURNED ENGINE OIL & COOLANT BUT OTHERWISE CLEAN (NO SLUDGE NOTED). HEAD BOLTS STRIPPED AT ENGINE BLOCK - VIDEO TO BE UPLOADED INCLUDING VIN FROM DOOR PLATE, COOLANT RESERVOIR, EXTRACTED HEAD BOLT, VIEW OF CYL HEAD UNDER VALVE COVER. ENGINE REPLACEMENT (& PERIPHERALS, ie: SEALS/GASKETS, FLUIDS, HEAD BOLTS, MISC HARDWARE FOR EXHAUST) NEEDED.

*** 03/03/2023 07:36:29 ***
IMG_9407.MOV added by Andre Oertel on 03/03/2023 07:36:18

*** 03/03/2023 09:09:15 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/03/2023 09:10:49 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service

procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/03/2023 09:34:59 ***
PWA has been authorized by Michael Longbehn

*** 03/03/2023 09:34:59 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,623

Prod Date: 08/11/2017 **Warranty Start Date:** 03/10/2018

Dealer/Contact Data:

Dealer: GA089 Ed Voyles Kia of Chamblee

Phone: 7702347800 **FAX:** 7707011633

Contact: Ryan Parrott **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/06/2023 10:36:04 ***
Contact = Ryan Parrott, Priority = Standard, Sub Status = Dispatched

*** 03/06/2023 10:36:04 ***
Engine Diagnosis updated on 3/6/2023 10:36:4 and updated by Siebel eSupport

*** 03/06/2023 10:36:04 ***
Web - Problem Description created on 03/06/2023 10:36:04 and created by Ryan Parrott
overheating/smoking

*** 03/06/2023 10:36:04 ***
Web - Diagnostics created on 03/06/2023 10:36:04 and created by Ryan Parrott
failed block test. found multiple head bolts loose, confirmed threads in block are stripped out

*** 03/06/2023 12:53:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/06/2023 12:54:56 and created by Michael Longbehn ***
1: Hello Ryan,

Please upload a photo or video of the stripped head thread bolts to the case for reveiw. Thanks.

*** Service Alert Escalated to CA as: 15375370 on 03/08/2023 01:05:14 (PST)

*** Case has been auto closed by the system on 03/22/2023 01:13:08 (PST)
*** 03/29/2023 05:54:15 ***
Case Number: XXXXXXXX Reopen Requested by Ryan Parrott.

Reason: [Mixed up case details with a different V6 engine issue I'm dealing with. Need to proceed with this case.]

*** 03/29/2023 07:43:55 ***
Reopened with Sub Status of Working

*** 03/29/2023 13:17:45 ***
Web - Note created on 03/29/2023 13:17:45 and created by Ryan Parrott
Head bolts were found to be loose upon disassembly, retorqued and confirmed block threads are still ok. Machine shop has confirmed flatness of cylinder head gasket surface on both heads exceeds specification of .05mm as stated in KGIS.

*** Web - Advice created on 03/29/2023 13:27:47 and created by Michael Longbehn ***
1: Hello Ryan,

Reveiwing case notes. Thanks.

*** Web - Advice created on 03/29/2023 13:48:27 and created by Eric Patterson ***
1: Please add the paperwork to the case showing the heads are warpped and the head bolts showing the threads are compromised and any cylinder wall damage seen. Thank you i will be able to approve the PWA for the Block, and you will need DPSM approval to replace the heads and transfer all usable components Thank you for your patience.

*** 03/31/2023 08:32:04 ***
Web - Note created on 03/31/2023 08:32:04 and created by Ryan Parrott
There is no damage to the head bolt threads. I was able to re torque them. Cylinder walls look fine as well. See attachment.

*** 03/31/2023 08:32:05 ***
IMG_7761.jpg added by Ryan Parrott on 03/31/2023 08:32:05

*** Web - Advice created on 03/31/2023 08:53:17 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/31/2023 08:53:22 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/31/2023 08:53:23 ***
PWA has been authorized by Michael Longbehn

*** 03/31/2023 08:53:23 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,060

Prod Date: 09/18/2013 **Warranty Start Date:** 09/24/2013

Dealer/Contact Data:

Dealer: GA106 Calavan Kia of West Atlanta

Phone: 6787155399 **FAX:** 7707320911

Contact: Jarel Turner **Contact Title:** Maintenance Technician **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/03/2023 07:52:17 ***
Contact = Jarel Turner, Priority = Standard, Sub Status = Dispatched

*** 03/03/2023 07:52:17 ***
Web - Problem Description created on 03/03/2023 07:34:00 and created by Jarel Turner
customer states vehicle is over heating

*** 03/03/2023 07:52:18 ***
Web - Diagnostics created on 03/03/2023 07:34:00 and created by Jarel Turner
tech. chk. vehicle and observed no engine lights on. on hoist tech. scanned vehicle and found dtc p0711. tech. inspected dtc and found trans. temp sensor malfunction. tech. inspected coolant level and found coolant low. tech. topped off coolant and performed pressure check test and found thermostat hose clamps were not seated correctly, and thermostat housing was changed. tech. made adjustments to hose clamps and re chk. system for leaks and found signs of coolant leaking at corner of cyl. head where thermostat housing is. tech. also found signs of engine oil and coolant un der both exhaust cat manifolds, tech. cleaned all areas and held psi pressure of 26psi and found no leaks present . tech. performed actuation test on coolant fan and found good operation. tech. also inspected heater core for leaks or signs of wet carpet and found none. tech. let vehicle idle for 1 hr and monitored engine and no signs of leaks or over heating.

*** 03/03/2023 08:31:31 ***
Web - Note created on 03/03/2023 08:31:31 and created by Jarel Turner
Tech. Performed road test and vehicle temp. Went up then down once coming to stop . Tech. Noticed coolant level in reservoir was bubbling tech. Performed block chk and fluid turned green. Tech. Attached Vin plate video

*** 03/03/2023 08:32:14 ***
20230303_111622.mp4 added by Jarel Turner on 03/03/2023 08:31:31

*** 03/03/2023 14:50:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/03/2023 14:53:42 and created by Martin Lopez ***

1: Hello Jarel,

Thanks for the info.
Please attach photos of the leaks you found around the cylinder heads.

Then,
Based on this information, the cylinder head or heads will need to be removed for inspection,
---BUT FIRST;----

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Service Alert Escalated to CA as: 15368362 on 03/04/2023 01:05:21 (PST)

*** 03/06/2023 08:04:18 ***
20230302_170105.jpg added by Jarel Turner on 03/06/2023 08:04:17

*** 03/06/2023 08:15:50 ***
167811927932041587667415179753 98.jpg added by Jarel Turner on 03/06/2023 08:15:49

*** 03/06/2023 08:16:36 ***
167811935342259555994690529748 76.jpg added by Jarel Turner on 03/06/2023 08:16:35

*** 03/06/2023 08:20:07 ***
167811942089526383661373399157 27.jpg added by Jarel Turner on 03/06/2023 08:20:06

*** 03/06/2023 08:21:04 ***
Web - Note created on 03/06/2023 08:21:04 and created by Jarel Turner
Tech attached photos

*** Web - Advice created on 03/06/2023 09:56:33 and created by Martin Lopez ***
1: Thank you,
Based on this information, the cylinder head or heads will need to be removed for inspection,
---BUT FIRST;----

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 03/07/2023 07:03:11 ***
Web - Note created on 03/07/2023 07:03:11 and created by Jarel Turner
tech. has inspected cyl. head bolts and found all bolts on both heads next to exhaust manifold (front) were all loose when torqued tech. found bolts just spinning tech. removed cyl. heads and bolt threads were on bolts from block. both head gaskets are leaking

*** 03/07/2023 07:14:55 ***
20230307_100846.mp4 added by Jarel Turner on 03/07/2023 07:13:47

*** 03/07/2023 07:16:18 ***
Web - Note created on 03/07/2023 07:16:18 and created by Jarel Turner
Tech. Attached Vin plate video

*** Web - Advice created on 03/07/2023 08:01:01 and created by Martin Lopez ***

1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 03/07/2023 08:01:10 ***
Allow Auto PWA Case checked on 3/7/2023 8:1:9 and checked by Martin Lopez

*** 03/07/2023 08:01:17 ***
PWA Case created for RA Case 15366511 by Martin Lopez

*** 03/07/2023 08:01:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,774

Prod Date: 02/02/2013 **Warranty Start Date:** 04/11/2013

Dealer/Contact Data:

Dealer: MD042 Bayside Kia of Waldorf

Phone: 3016451711 **FAX:** 3018435916

Contact: David Burrows **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Fluid Leak - Engine oil # Head Gaskets

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 03/08/2023 10:40:39 ***
Contact = David Burrows, Priority = Standard, Sub Status = Dispatched

*** 03/08/2023 10:40:39 ***
Web - Problem Description created on 03/08/2023 10:40:39 and created by David Burrows
CUST STATES VEH IS LEAKING OIL FINDING SPOTS ON DRIVEWAY

*** 03/08/2023 10:40:40 ***
Web - Diagnostics created on 03/08/2023 10:40:39 and created by David Burrows
VERIFED CUST CONCERN FOUND OIL LEAK COMING FROM THE BACK HEAD VEH IS STILL UNDER P/T WRTY WHAT WOULD YOU LIKE ME TO DO AT THIS TIME

*** 03/08/2023 10:47:30 ***
PXL_20230308_184136400.MP.jpg added by David Burrows on 03/08/2023 10:47:26

*** 03/08/2023 10:47:31 ***
PXL_20230308_184118733.jpg added by David Burrows on 03/08/2023 10:47:31

*** 03/08/2023 10:47:33 ***
PXL_20230308_184103873.MP.jpg added by David Burrows on 03/08/2023 10:47:32

*** 03/09/2023 09:05:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 03/09/2023 09:13:57 and created by Eric Patterson ***
1: Thank you for the information the head gaskets are most likely the cause of the problem, let's check the torque on the head bolts near the leak. Remove the valve cover and see if any of the bolts are loose near the leak area. Add a video if so. Thank you

*** Web - Advice created on 03/09/2023 09:17:43 and created by Eric Patterson ***

1: : We will need to tear down the engine. Please try and torque down the engine head bolts to 55 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.
2: Let me know if the Maintenance does not look OK first Thank you

*** 03/09/2023 12:48:28 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: CUST IS TAKING VEH DOESNT WANT TO WAIT FOR TEAR DOWN TO BE PERFORMED CUST IS AWARE THAT KIA MAY NOT COVER ANYTHING AFTER CUST TAKE VEH CUST IS TAKING VEH

*** 03/09/2023 13:55:50 ***
Case Number: XXXXXXXX Reopen Requested by David Burrows.
Reason: [ARE ASST SERVICE MANAGER WAS ABLE TO GET THE CUST TO LEAVE VEH SO WE CAN CONTUINE WITH THIS PROCED]

*** 03/10/2023 07:10:06 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/10/2023 07:11:32 and created by Eric Patterson ***
1: Case was re opened

Please let me know if the head bolts are loose near the leak at the head gasket Thank you

*** 03/13/2023 12:53:32 ***
Web - Note created on 03/13/2023 12:53:32 and created by David Burrows
Performed tear down and bolts and threads from the block came with them just sent pictures to you

*** 03/13/2023 12:53:33 ***
IMG_2196.jpg added by David Burrows on 03/13/2023 12:53:33

*** 03/13/2023 12:53:34 ***
IMG_2197.jpg added by David Burrows on 03/13/2023 12:53:33

*** Web - Advice created on 03/13/2023 14:50:54 and created by Eric Patterson ***
1: Perfect, thank you David
2: WI016

*** Web - Advice created on 03/13/2023 14:51:07 and created by Eric Patterson ***
1: I have generated a PWA case for you. Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please replace the engine under normal warranty procedures.

*** 03/13/2023 14:51:27 ***
PWA Case 15386792 created by Eric Patterson

*** 03/13/2023 14:51:31 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 15387722 on 03/14/2023 01:06:09 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,006

Prod Date: 08/05/2014 **Warranty Start Date:** 11/02/2015

Dealer/Contact Data:

Dealer: WA025 Car Pros Kia

Phone: 2536712400 **FAX:** 2536714068

Contact: tyler negethon **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/09/2023 12:23:08 ***
Engine Diagnosis updated on 3/9/2023 12:23:8 and updated by Siebel eSupport

*** 03/09/2023 12:28:55 ***
Contact = tyler negethon, Priority = Standard, Sub Status = Dispatched

*** 03/09/2023 12:28:55 ***
Web - Problem Description created on 03/09/2023 12:13:12 and created by tyler negethon
ok so customer came in with this one and was concerned about the car over heating and loosing heat from heater. so i brought the vehicle in and when i popped the hood i saw the over flow reservoir bubbling i checked the temp of radiator and the hoses and they were luke warm but i could feel the hoses were heavily pressurized so i grabbed a couple rags and released the pressure. once i got the cap off i could see carbon smoke hovering in the radiator. so then i raised the vehicle and inspected the heads from underneath and saw there was sludge coating the entire mating point and a path from coolant leaking out. down the block and subframe indicating the bank on the firewall side has pulled the threads on the head bolts and the vehicle needs an engine. if u need further diag i am willing to dig deeper but from what i see its obvious the head gasket isn't sealed and causing the over heating.

*** 03/09/2023 12:28:55 ***
Web - Diagnostics created on 03/09/2023 12:23:08 and created by tyler negethon
visual inspection
hydro carbon tested
scanned for codes

*** 03/09/2023 13:37:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/09/2023 13:38:55 and created by Michael Longbehn ***
1: Hello Tyler,

Thanks for the information. Please upload a video of the cylinder head bolt not torquing down or if the bolt is removed show

the bolt and the VIN that has the thread on it for review. Thanks.

*** 03/20/2023 15:09:12 ***
Web - Note created on 03/20/2023 15:09:12 and created by tyler negethon
Video is uploaded and ready for u to reveiw

*** 03/20/2023 15:09:39 ***
20230320_150253.mp4 added by tyler negethon on 03/20/2023 15:09:13

*** Web - Advice created on 03/20/2023 15:11:21 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/20/2023 15:11:26 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/20/2023 15:11:27 ***
PWA has been authorized by Michael Longbehn

*** 03/20/2023 15:11:27 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 85,613

Prod Date: 04/15/2014 **Warranty Start Date:** 06/14/2014

Dealer/Contact Data:

Dealer: CA305 Kia of Vacaville

Phone: 7073596400 **FAX:** 7074717266

Contact: Souta Saephan **Contact Title:** Exclusive Kia Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/10/2023 09:35:10 ***
Engine Diagnosis updated on 3/10/2023 9:35:10 and updated by Siebel eSupport

*** 03/10/2023 09:43:08 ***
Contact = Souta Saephan, Priority = Standard, Sub Status = Dispatched

*** 03/10/2023 09:43:09 ***
Web - Problem Description created on 03/10/2023 09:35:10 and created by Souta Saephan
possible head gasket leak

*** 03/10/2023 09:43:09 ***
Web - Diagnostics created on 03/10/2023 09:35:10 and created by Souta Saephan
scanned for codes and has P0306 active, P0300 and P0304 history. upon start up engine runs rough. inspected engine bay and found the coolant reservoir very full. removed cap and coolant smells like exhaust gases. inspected the head gaskets and found bank 1 cylinders 4 and 6 has a heavy leak. bank 2 cylinders 4 and 6 is leaking as well and coolant on the starter shield. started engine and let idle until hot and temp is going over 230 degrees and tailpipe smells like coolant. inspected oil and doesn't have coolant mixed in yet. i've done several of these where the head bolts get stripped and causes this issue. i need approval for short block assy thanks.

*** 03/10/2023 09:43:10 ***
IMG-2658.jpg added by Souta Saephan on 03/10/2023 09:43:09

*** 03/10/2023 09:43:11 ***
IMG-2659.jpg added by Souta Saephan on 03/10/2023 09:43:10

*** 03/10/2023 09:43:12 ***
IMG-2662.jpg added by Souta Saephan on 03/10/2023 09:43:11

*** 03/10/2023 09:43:14 ***
IMG-2663.jpg added by Souta Saephan on 03/10/2023 09:43:13

*** 03/10/2023 09:43:15 ***
IMG-2664.jpg added by Souta Saephan on 03/10/2023 09:43:14

*** 03/10/2023 09:43:16 ***
IMG-2665.jpg added by Souta Saephan on 03/10/2023 09:43:15

*** 03/10/2023 10:11:25 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/10/2023 10:15:06 and created by Michael Longbehn ***
1: Hello Souta,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/10/2023 15:56:02 ***
Web - Note created on 03/10/2023 15:56:02 and created by Souta Saephan
i inspected the bank 2 head bolts and found 2 bolts stripped from cylinder 6. i attached a photo of the head bolts. i also inspected the bank 2 ocv but no metal found on the screens.

*** 03/10/2023 15:56:04 ***
IMG-2668.jpg added by Souta Saephan on 03/10/2023 15:56:03

*** Web - Advice created on 03/10/2023 16:04:41 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/10/2023 16:04:45 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/10/2023 16:04:46 ***
PWA has been authorized by Michael Longbehn

*** 03/10/2023 16:04:46 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,132

Prod Date: 02/18/2013 **Warranty Start Date:** 03/20/2013

Dealer/Contact Data:

Dealer: TX083 Classic Kia

Phone: 4098965050 **FAX:** 4092032462

Contact: layne beyer **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 02/21/2023 12:04:59 ***
Contact = layne beyer, Priority = Standard, Sub Status = Dispatched

*** 02/21/2023 12:04:59 ***
Web - Problem Description created on 02/21/2023 12:04:59 and created by layne beyer
VEHICLE CAME IUN FOR MIS FIRE AND LEAKING HEAD GASKET WAS RAN HOT AND OVER HEATED

*** 02/21/2023 12:05:00 ***
Web - Diagnostics created on 02/21/2023 12:05:00 and created by layne beyer
FUND HEAD LEAKING OIL AND COOLANT

*** 02/21/2023 12:08:33 ***
321C148A-8017-4EE6-A2DC-420CFF7C07A3.jpeg added by layne beyer on 02/21/2023 12:08:32

*** 02/21/2023 14:37:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/21/2023 14:39:42 and created by Martin Lopez ***
1: Hello Layne,
Based on this information, the cylinder head or heads will need to be removed for inspection,
---BUT FIRST;---
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Service Alert Escalated to CA as: 15344945 on 02/22/2023 01:05:50 (PST)

*** Case has been auto closed by the system on 03/09/2023 01:13:01 (PST)
*** 03/13/2023 08:58:43 ***
Case Number: XXXXXXXX Reopen Requested by layne
beyer. Reason: [GOT BACK TO VEHICLE]

*** 03/13/2023 09:00:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/13/2023 09:00:56 and created by Martin Lopez ***
1: Case is now re-open.

*** 03/13/2023 09:14:28 ***
20230313_105331.mp4 added by layne beyer on 03/13/2023 09:14:09

*** Web - Advice created on 03/13/2023 09:36:38 and created by Martin Lopez ***
1: Thanks.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 03/13/2023 09:36:51 ***
PWA Case created for RA Case 15343443 by Martin Lopez

*** 03/13/2023 09:36:51 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,412

Prod Date: 05/14/2013 **Warranty Start Date:** 06/11/2013

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 **FAX:** 7148234940

Contact: jonathan melesio **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/14/2023 16:25:02 ***
Contact = jonathan melesio, Priority = Standard, Sub Status = Dispatched

*** 03/14/2023 16:25:02 ***
Web - Problem Description created on 03/14/2023 16:24:57 and created by jonathan melesio
C/S THE VEHICLE IS OVERHEATING WHILE DRIVING .

*** 03/14/2023 16:25:02 ***
Web - Diagnostics created on 03/14/2023 16:24:57 and created by jonathan melesio
PRESSURIZED THE COOLANT SYSTEM AND IT WAS DROPPING SLOW, CHECKED FOR LEAKS AND SAW THERE WAS COOLANT COMING OUT FROM WHERE THE BLOCK AND HEAD MEET. DID A BLOCK TEST ON THE COOLANT AND TO FLUID TURNED YELLOW WHICH MEANS THERE IS COMBUSTION GAS ENTERING THE COOLANT

*** 03/15/2023 08:37:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/15/2023 08:39:42 and created by Martin Lopez ***
1: Hello Jonathan,

-Please scan the vehicle to create a recent VDN report.

- Attach a video with VIN of the failed block test you noted.

Thanks.

*** 03/15/2023 10:47:14 ***
Web - Note created on 03/15/2023 10:47:13 and created by jonathan melesio
new vdn has been done, and block test video is submitted.

*** 03/15/2023 10:47:17 ***

IMG_0975.MOV added by jonathan melesio on 03/15/2023 10:47:14

*** Web - Advice created on 03/15/2023 11:02:10 and created by Martin Lopez ***
1: Thanks.
Based on this information, the cylinder head or heads will need to be removed for inspection,

---BUT FIRST;----

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 03/15/2023 14:16:37 ***
Web - Note created on 03/15/2023 14:16:36 and created by jonathan melesio
removed the cam shaft and was able to remove head bolt with a quarter inch ratchet, removed the bolt and the thread where on the bolt (stripped).

*** 03/15/2023 14:16:52 ***
IMG_0977.MOV added by jonathan melesio on 03/15/2023 14:16:38

*** Web - Advice created on 03/15/2023 14:43:09 and created by Martin Lopez ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 03/15/2023 14:44:12 ***
PWA Case created for RA Case 15390071 by Martin Lopez

*** 03/15/2023 14:44:12 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,917

Prod Date: 03/03/2014 **Warranty Start Date:** 12/05/2014

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Woodson **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/21/2023 11:25:51 ***
Contact = Michael Woodson, Priority = Standard, Sub Status = Dispatched

*** 03/21/2023 11:25:51 ***
Engine Diagnosis updated on 3/21/2023 11:25:51 and updated by Siebel eSupport

*** 03/21/2023 11:25:52 ***
Web - Problem Description created on 03/21/2023 11:25:51 and created by Michael Woodson
C/S CAR STARTED TO OVERHEAT

*** 03/21/2023 11:25:52 ***
Web - Diagnostics created on 03/21/2023 11:25:52 and created by Michael Woodson
TECH VERIFIED CAR IS OVERHEATING
ATTACHED VIDEO OF COOLANT RESERVIOUR (INTERMIXED)
ATTACHED DIPSTICK
ATTACHED PULLED HEAD BOLTS

*** 03/21/2023 11:26:02 ***
IMG_8704[1].MOV added by Michael Woodson on 03/21/2023 11:25:52

*** 03/21/2023 11:26:03 ***
IMG_8705[1].JPG added by Michael Woodson on 03/21/2023 11:26:02

*** 03/21/2023 11:29:20 ***
0BF93048-11C7-4D68-BDC4-C4FE856C4647.jpeg added by Michael Woodson on 03/21/2023 11:29:19

*** 03/21/2023 11:29:30 ***
IMG_8724.MOV added by Michael Woodson on 03/21/2023 11:29:20

*** 03/21/2023 13:06:40 ***

Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/21/2023 13:10:41 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/21/2023 13:10:48 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/21/2023 13:10:49 ***
PWA has been authorized by Michael Longbehn

*** 03/21/2023 13:10:49 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,845

Prod Date: 02/10/2014 **Warranty Start Date:** 04/29/2014

Dealer/Contact Data:

Dealer: NY076 Smithtown Kia

Phone: 6317248008 **FAX:** 6313606779

Contact: David Nourse **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/21/2023 12:25:29 ***
Engine Diagnosis updated on 3/21/2023 12:25:29 and updated by Siebel eSupport

*** 03/21/2023 12:28:25 ***
Contact = David Nourse, Priority = Standard, Sub Status = Dispatched

*** 03/21/2023 12:28:26 ***
Web - Problem Description created on 03/21/2023 12:15:27 and created by David Nourse
Vehicle overheating

*** 03/21/2023 12:28:26 ***
Web - Diagnostics created on 03/21/2023 12:15:27 and created by David Nourse
Check oil level, coolant mixing with oil. Fill coolant system and found leak between head and block in no 6 cylinder area, start vehicle and compression push coolant out of radiator. Removed cylinder heads and found block warped more than .002" and bank 2 head way over .002"

*** 03/21/2023 14:33:43 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/21/2023 14:38:12 and created by Michael Longbehn ***
1: Hello David,

Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

*** 03/22/2023 05:07:48 ***
Web - Note created on 03/22/2023 05:07:48 and created by KEVIN BARTOLI
please see original diagnosis write up

*** Web - Advice created on 03/22/2023 07:43:54 and created by Michael Longbehn ***

1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 03/22/2023 07:43:58 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/22/2023 07:43:59 ***
PWA has been authorized by Michael Longbehn

*** 03/22/2023 07:43:59 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,065

Prod Date: 08/17/2018 **Warranty Start Date:** 10/01/2018

Dealer/Contact Data:

Dealer: IL083 Kia of Lincolnwood

Phone: 8475817500 **FAX:** 8477454257

Contact: Jonathan Severe **Contact Title:** Dual Technician **Service District:** CE11

Case Details:

Case Title: Fluid Leak - Engine oil # Cylinder Head Gasket Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 01/06/2023 12:43:19 ***
Contact = Jesus Rivera, Priority = Standard, Sub Status = Dispatched

*** 01/06/2023 12:43:19 ***
Web - Problem Description created on 01/06/2023 12:43:19 and created by Jesus Rivera
Customer states oil leak is coming from the bottom of the vehicle.

*** 01/06/2023 12:43:19 ***
Web - Diagnostics created on 01/06/2023 12:43:19 and created by Jesus Rivera
Hoisted vehicle and found oil between the cylinder head and the block. I suspect this to be a leaking head gasket from potentially loose head bolts. Please check and advise next step.

*** 01/09/2023 11:57:08 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/09/2023 11:59:16 and created by Frank Lusic ***
1: Hello Jesus ,
attach pictures of the oil leaking from this area, Then
2: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/12/2023 12:19:24 ***
IMG_0853 (2).jpg added by Jesus Rivera on 01/12/2023 12:19:24

*** 01/12/2023 12:19:25 ***
IMG_0856.jpg added by Jesus Rivera on 01/12/2023 12:19:24

*** Web - Advice created on 01/12/2023 12:40:45 and created by Frank Lusic ***
1: Thank you
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 15266346 on 01/13/2023 01:04:32 (PST)

*** 01/16/2023 10:05:39 ***
20230116_102003_36385667364002 (1).mp4 added by Jesus Rivera on 01/16/2023 10:05:33

*** Web - Advice created on 01/18/2023 11:54:11 and created by John Rehm ***
1: Jesus,
Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Case has been auto closed by the system on 02/03/2023 01:11:12 (PST)
*** 03/22/2023 10:14:44 ***
Case Number: XXXXXXXX Reopen Requested by Jonathan Severe.
Reason: [NEED TO FOLLOW UP WITH THIS CASE, THE LAST TECHNICIAN NO LONGER WORK FOR THIS COMPANY]

*** 03/22/2023 10:16:25 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/22/2023 10:17:46 and created by John Rehm ***
1: Case reopened to continue.
Jonathan, where I left of with the prior tech:
-Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/22/2023 10:53:17 ***
20230322_124815.jpg added by Jonathan Severe on 03/22/2023 10:53:16

*** 03/22/2023 10:53:18 ***
20230322_124842.jpg added by Jonathan Severe on 03/22/2023 10:53:17

*** Web - Advice created on 03/22/2023 11:44:05 and created by John Rehm ***
1: I have generated and approved a PWA case for you.

<For Internal Use Only
Bolts stripped in block>

*** Web - Advice created on 03/22/2023 11:45:04 and created by John Rehm ***
1: If the heads are not warped, I would recommend sending them out for pressure checking replace seals and check the guides. If they are warped, I would recommend a long block be used if available. If there is no long block available, the heads will need to be replaced and the valvetrain components swapped over. Please make sure the new camshafts are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

2: I have generated and approved a PWA case for you.

*** 03/22/2023 11:45:21 ***
PWA Case created for RA Case 15253972 by John Rehm

*** 03/22/2023 11:45:22 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,468

Prod Date: 06/27/2013 **Warranty Start Date:** 08/28/2013

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Gerardo Santiago **Contact Title:** Maintenance Technician **Service District:** WE01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/23/2023 12:10:24 ***
Contact = Gerardo Santiago, Priority = Standard, Sub Status = Dispatched

*** 03/23/2023 12:10:24 ***
Engine Diagnosis updated on 3/23/2023 12:10:24 and updated by Siebel eSupport

*** 03/23/2023 12:10:24 ***
Web - Problem Description created on 03/23/2023 12:10:24 and created by Gerardo Santiago
customer states engine overheating

*** 03/23/2023 12:10:24 ***
Web - Diagnostics created on 03/23/2023 12:10:24 and created by Gerardo Santiago
brought vehicle in and check coolant system radiator hoses swollen
raised vehicle to inspect and found head gasket leaking coolant from rear head assembly

*** 03/24/2023 07:57:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/24/2023 07:59:17 and created by Michael Longbehn ***
1: Good morning Gerardo,

Please upload photos of the leakage to the case.

Then please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** 03/24/2023 14:30:16 ***

16796932087903278608587634411727.jpg added by Gerardo Santiago on 03/24/2023 14:30:15

*** 03/24/2023 14:30:18 ***
16796932859323396989303723297396.jpg added by Gerardo Santiago on 03/24/2023 14:30:17

*** 03/24/2023 14:30:22 ***
16796933104423046956647561387854.jpg added by Gerardo Santiago on 03/24/2023 14:30:21

*** 03/24/2023 14:32:43 ***
16796935206154316991170409644769.jpg added by Gerardo Santiago on 03/24/2023 14:32:42

*** 03/24/2023 14:33:16 ***
16796935682195791564804913430 34.jpg added by Gerardo Santiago on 03/24/2023 14:33:15

*** Web - Advice created on 03/24/2023 14:33:31 and created by Michael Longbehn ***
1: Hello Gerardo,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 03/29/2023 13:40:23 ***
16801223227225190240005441852042.jpg added by Gerardo Santiago on 03/29/2023 13:40:22

*** 03/29/2023 13:40:24 ***
16801223550091058251307176796 75.jpg added by Gerardo Santiago on 03/29/2023 13:40:23

*** 03/29/2023 13:40:26 ***
16801223814212914821843996623662.jpg added by Gerardo Santiago on 03/29/2023 13:40:25

*** 03/29/2023 13:41:43 ***
Web - Note created on 03/29/2023 13:41:43 and created by Gerardo Santiago
Tried to torque head bolts to specs and not holding torque stripped out during torque

*** 03/29/2023 13:41:50 ***
Web - Note created on 03/29/2023 13:41:50 and created by Gerardo Santiago
Tried to torque head bolts to specs and not holding torque stripped out during torque

*** Web - Advice created on 03/29/2023 13:45:26 and created by Michael Longbehn ***
1: Hello Gerardo,

Thanks for the update. Please upload a photo of the stripped head bolt to the case for review. Thanks.

*** 03/29/2023 14:45:10 ***
Web - Note created on 03/29/2023 14:45:10 and created by Gerardo Santiago
pictures attached to case 3 picture of head bolts striped

*** 03/29/2023 14:55:09 ***
16801268665178358603075926150814.jpg added by Gerardo Santiago on 03/29/2023 14:55:08

*** 03/29/2023 14:56:09 ***
16801269152885243569027443826257.jpg added by Gerardo Santiago on 03/29/2023 14:56:09

*** Web - Advice created on 03/29/2023 15:06:29 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service

procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/29/2023 15:06:33 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/29/2023 15:06:34 ***
PWA has been authorized by Michael Longbehn

*** 03/29/2023 15:06:34 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,931

Prod Date: 03/20/2014 **Warranty Start Date:** 11/15/2014

Dealer/Contact Data:

Dealer: IN001 Thomas Kia of Highland

Phone: 2199342266 **FAX:** 2199224986

Contact: Alex Fleming **Contact Title:** Exclusive Kia Technician **Service District:** CE13

Case Details:

Case Title: MIL - PCM # P0304 Case for Warranty Authorization

Symptom: Misfire **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 01/20/2023 07:35:24 ***
Contact = Alex Fleming, Priority = Standard, Sub Status = Dispatched

*** 01/20/2023 07:35:24 ***
Web - Problem Description created on 01/20/2023 07:35:24 and created by Alex Fleming
Customer states that the CEL is on. Also states that engine does not heat up cabin until it is driven and not idling.

*** 01/20/2023 07:35:24 ***
Web - Diagnostics created on 01/20/2023 07:35:24 and created by Alex Fleming
Verified customers concern. Found active P0304 cylinder 4 misfire. Swapped coils and still had same issue. Took spark plug out 4 and it smelled of coolant. Used bore scope camera and found coolant puddle on top of the piston. Will attach video and picture of where it is leaking from to this case.

*** 01/20/2023 07:38:22 ***
Web - Note created on 01/20/2023 07:38:22 and created by Alex Fleming
Sending photo and video now.

*** 01/20/2023 07:38:23 ***
C562A6C4-3B7A-4DE4-82FD-A4302200FE9B.jpeg added by Alex Fleming on 01/20/2023 07:38:23

*** 01/20/2023 07:38:25 ***
IMG_0511.MOV added by Alex Fleming on 01/20/2023 07:38:23

*** Service Alert Escalated to CA as: 15281463 on 01/21/2023 01:04:53 (PST)

*** 01/23/2023 13:38:44 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 01/23/2023 13:40:40 and created by Frank Lusic ***
1: Hello Alex
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 01/25/2023 07:08:36 ***
Web - Note created on 01/25/2023 07:08:35 and created by Alex Fleming
I will do that. I got customers permission for tear down. I will update you again once i get this vehicle back in and torn down.

*** Web - Advice created on 01/25/2023 07:29:03 and created by Frank Lusic ***
1: Thank you

*** Case has been auto closed by the system on 02/10/2023 01:11:33 (PST)
*** 03/27/2023 09:53:38 ***
Case Number: XXXXXXXX Reopen Requested by Alex Fleming.
Reason: [Brought this vehicle in to tear the engine down. Found that 4 of the head bolts were very loose (close to cylinder 4 made a video of the loose bolts), and would just turn, will not tighten up. Took head off and visual I do not see any cracks in it.]

*** 03/27/2023 12:48:46 ***
Reopened with Sub Status of Working

*** Web - Advice created on 03/27/2023 12:49:28 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 03/27/2023 12:49:54 ***
PWA Case created for RA Case 15279678 by Frank Lusic

*** 03/27/2023 12:49:55 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 78,365

Prod Date: 08/26/2014 **Warranty Start Date:** 11/22/2014

Dealer/Contact Data:

Dealer: CA243 Kia of Cerritos

Phone: 5628602424 **FAX:** 5624684213

Contact: Martin Procopio **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: Eng Mechanical-Using oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 03/30/2023 17:24:18 ***
Engine Diagnosis updated on 3/30/2023 17:24:18 and updated by Siebel eSupport

*** 03/31/2023 14:03:50 ***
Contact = Martin Procopio, Priority = Standard, Sub Status = Dispatched

*** 03/31/2023 14:03:50 ***
Web - Problem Description created on 03/30/2023 17:24:18 and created by Martin Procopio
C/S VEHICLE IS CONSUMING OIL

*** 03/31/2023 14:03:51 ***
Web - Diagnostics created on 03/30/2023 17:24:18 and created by Martin Procopio
GOOD MORNING,

INSPECTED OIL LEVEL FROM DIPSTICK AND FOUND TO BE LOW. INSPECTED ENGINE AND OIL LEAK FROM HEADGASKET FROM BANK #2 AND BOTTOM BLOCK TO HAVE SOME DAMGE. UPON FURTHER INSPETION, FOUND HEAD BOLT TO HAVE PULL THE THREADS FROM BOTTOM BLOCK(BANK #2) CAUSING OIL LEAK. I WILL UPLOAD CARFAX, PHOTOS, AND VIDEO OF HEAD BOLT.

*** 03/31/2023 14:04:13 ***
IMG_0554.MOV added by Martin Procopio on 03/31/2023 14:03:51

*** 03/31/2023 14:04:14 ***
0316671A-2AF1-4BE5-9D7A-4B03DB7DD681.jpeg added by Martin Procopio on 03/31/2023 14:04:13

*** 03/31/2023 14:04:15 ***
B1D661D4-FF27-47DB-96AA-911CC00552FB.jpeg added by Martin Procopio on 03/31/2023 14:04:15

*** 03/31/2023 14:04:17 ***

8A79DDB5-040B-44B0-B371-4555570E68B3.jpeg added by Martin Procopio on 03/31/2023 14:04:16

*** 03/31/2023 14:24:26 ***
Hat 7156.pdf added by Martin Procopio on 03/31/2023 14:24:26

*** 03/31/2023 14:39:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 03/31/2023 14:42:11 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 03/31/2023 14:43:01 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 03/31/2023 14:43:01 ***
PWA has been authorized by Michael Longbehn

*** 03/31/2023 14:43:02 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,238

Prod Date: 10/22/2014 **Warranty Start Date:** 05/18/2015

Dealer/Contact Data:

Dealer: NC061 Hendrick Kia of Cary

Phone: 9193882700 **FAX:** 9193882642

Contact: Luis Espinoza-Pina **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/01/2023 11:18:03 ***
Engine Diagnosis updated on 4/1/2023 11:18:3 and updated by Siebel eSupport

*** 04/01/2023 11:28:35 ***
Contact = Luis Espinoza-Pina, Priority = Standard, Sub Status = Dispatched

*** 04/01/2023 11:28:35 ***
Web - Problem Description created on 04/01/2023 11:18:03 and created by Luis Espinoza-Pina
Customer states vehicle is overheating & knocking.

*** 04/01/2023 11:28:36 ***
Web - Diagnostics created on 04/01/2023 11:18:03 and created by Luis Espinoza-Pina
Verified cutomers concern, found coolant was at min and at arrival engine was slightly knocking/pinging. Topped off coolant and performed pressure test. Found vehicle could not hold spec of psi and found coolant leaking from mating surface of rear of engine block & head. Verified vehicle was overheating & smoke coming from tailpipe from coolant entering cylnders. Attatched video of leak from rear of engine block.

*** 04/01/2023 11:29:30 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 04/01/2023 11:30:50 and created by Michael Longbehn ***
1: Hello Luis,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts

if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/03/2023 05:43:53 ***
Web - Note created on 04/03/2023 05:43:53 and created by Luis Espinoza-Pina
Will be removing ocv of effected bank, attatched video of engine noise as well.

*** 04/03/2023 05:43:54 ***
Video (10).mov added by Luis Espinoza-Pina on 04/03/2023 05:43:53

*** Web - Advice created on 04/03/2023 07:47:42 and created by Michael Longbehn ***
1: Good morning Luis,

Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/03/2023 15:08:09 ***
Web - Note created on 04/03/2023 15:08:08 and created by Luis Espinoza-Pina
Attatched image of ocv, some metal can be seen on screen of ocv.

*** 04/03/2023 15:08:10 ***
image0 (9).jpeg added by Luis Espinoza-Pina on 04/03/2023 15:08:09

*** Web - Advice created on 04/03/2023 15:40:14 and created by Michael Longbehn ***
1: Hello Luis,

After further review with the engineer team they are requesting a video you torquing the cylinder head bolts to 75ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

OCV shows not enough evidence to condemned the engine. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Service Alert Escalated to CA as: 15457053 on 04/14/2023 01:04:40 (PST)

*** Case has been auto closed by the system on 04/19/2023 01:13:08 (PST)
*** 04/19/2023 07:48:14 ***
Case Number: XXXXXXXX Reopen Requested by Luis Espinoza-Pina.
Reason: [this case auto closed we are currently experiencing a high volume of cars in the shop right now i have new information on the vehicle i apologize for the delay]

*** 04/19/2023 08:22:47 ***
Reopened with Sub Status of Working

*** 04/19/2023 08:53:18 ***
Web - Note created on 04/19/2023 08:53:18 and created by Luis Espinoza-Pina
Attatched video showing cylinder head tourqe found some cylinder head bolts not being able to hold 75 ft lbs.

*** 04/19/2023 08:53:20 ***
Video (15).mov added by Luis Espinoza-Pina on 04/19/2023 08:53:19

*** Web - Advice created on 04/19/2023 08:59:38 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 04/19/2023 08:59:43 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 04/19/2023 08:59:44 ***
PWA has been authorized by Michael Longbehn

*** 04/19/2023 08:59:44 ***
Case closed by Michael Longbehn with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 24,376

Prod Date: 10/23/2017 **Warranty Start Date:** 07/31/2018

Dealer/Contact Data:

Dealer: LA032 Premier Kia of Kenner

Phone: 5046200000 **FAX:** 5046201111

Contact: Matthew Finley **Contact Title:** Exclusive Kia Technician **Service District:** SW04

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 02/28/2023 10:55:18 ***
Contact = Matthew Finley, Priority = Standard, Sub Status = Dispatched

*** 02/28/2023 10:55:18 ***
Web - Problem Description created on 02/28/2023 10:55:18 and created by Matthew Finley
coolant leak at corner or cylinder head.

*** 02/28/2023 10:55:19 ***
Web - Diagnostics created on 02/28/2023 10:55:19 and created by Matthew Finley
presure test and found coolant seeping at corner of cylinder head near near intake valley.

*** 02/28/2023 10:56:42 ***
Accepted from Queue Level 2 Restricted Dealers to WIPBin LV2 Non Reviewed by Ernesto Ramirez

*** 02/28/2023 11:44:22 ***
Dispatched from WIPBin = LV2 Non Reviewed to Queue TL_Sorento_Sportage_Telluride by Ernesto Ramirez
Reason: Coolant leak concern

*** 02/28/2023 15:58:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 02/28/2023 16:00:50 and created by Martin Lopez ***
1: Hello Matthew,
Can you supply a video of the said leak from the cylinder head area?

Does the vehicle exhibits signs of overheating?
Can you actuate the radiator fans with the KDS?
Thanks.

*** 03/02/2023 14:09:18 ***

20230302_160334.mp4 added by Matthew Finley on 03/02/2023 14:09:01

*** 03/02/2023 14:16:49 ***
Web - Note created on 03/02/2023 14:16:49 and created by Matthew Finley
video sent. seeping from corner near bolt. runs down back on transmission onto axle below. cooling fans working

*** Web - Advice created on 03/02/2023 14:28:30 and created by Martin Lopez ***
1: Thank you.
Based on this information, the cylinder head or heads will need to be removed for inspection,
---BUT FIRST;----
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 03/10/2023 12:55:55 ***
Web - Note created on 03/10/2023 12:55:55 and created by Matthew Finley
will report back with video and info asap

*** Web - Advice created on 03/10/2023 13:08:59 and created by Martin Lopez ***
1: Thanks for the update.

*** 03/22/2023 14:02:48 ***
Web - Note created on 03/22/2023 14:02:47 and created by Matthew Finley
block threads seem to be fine. no trouble with headbolts. cylinder head checked out OK.

*** Web - Advice created on 03/22/2023 14:11:23 and created by Martin Lopez ***
1: Thanks.
Based on the information provided, recommend replacing the cylinder head gaskets.
If any issue arises for not being able to properly torque the cylinder head back ON, please request a re-open to this case.

*** 03/24/2023 06:55:27 ***
Case Closed with Resolution Code: Failed Gasket, Seal
Resolution Summary: PT- ok previously had thermostat replaced on 2/20/23

*** 04/06/2023 13:11:56 ***
Case Number: XXXXXXXX Reopen Requested by Matthew Finley.
Reason: [head bolt stipped. will not hold torque of headbolt.]

*** 04/06/2023 13:13:42 ***
Reopened with Sub Status of Working

*** Web - Advice created on 04/06/2023 13:14:14 and created by Martin Lopez ***
1: Case is now re-open.

Please provide a video with VIN on the engine or vehicle, showing the condition.
Thanks.

*** 04/07/2023 06:53:42 ***
20230407_084218.mp4 added by Matthew Finley on 04/07/2023 06:52:56

*** Web - Advice created on 04/07/2023 08:01:24 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 04/07/2023 08:01:40 ***
PWA Case created for RA Case 15358516 by Martin Lopez

*** 04/07/2023 08:01:40 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,971

Prod Date: 09/26/2014 **Warranty Start Date:** 12/27/2014

Dealer/Contact Data:

Dealer: TX154 Southwest Kia of Rockwall

Phone: 4693142005 **FAX:** 2146942820

Contact: Erica Reeves **Contact Title:** Service Consultant **Service District:** SW06

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Warranty Exclusion-Auto

Case History

*** 04/10/2023 13:59:31 ***
Contact = Colby Bancroft, Priority = Standard, Sub Status = Dispatched

*** 04/10/2023 13:59:31 ***
Web - Problem Description created on 04/10/2023 13:55:46 and created by Colby Bancroft
Vehicle is misfiring and white smoke is coming out of the exhaust at idle. Smells like burnt coolant.

*** 04/10/2023 13:59:31 ***
Web - Diagnostics created on 04/10/2023 13:55:46 and created by Colby Bancroft
Scanned codes. Found active codes for P0300 and P0303. History codes for P0131 and P0301. Visually inspected cylinder block and found burnt coolant residue build up and white smoke that smells like coolant coming out of the exhaust. Vehicle symptoms point to a head bolt that pulled the threads causing a loss of torque on the head gasket allowing coolant to leak into the cylinder and out of the head.

*** 04/10/2023 13:59:35 ***
4.10.23 Exhaust White Smoke.mp4 added by Colby Bancroft on 04/10/2023 13:59:32

*** 04/11/2023 09:06:35 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/11/2023 09:10:34 and created by Martin Lopez ***
1: Hello Colby,
Based on this information, the cylinder head or heads will need to be removed for inspection,
>>>>BUT FIRST;<<<<
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Case has been auto closed by the system on 04/27/2023 01:12:19 (PST)
*** 05/15/2023 07:55:08 ***
Case Number: XXXXXXXX Reopen Requested by Erica Reeves.
Reason: [VEHICLE IS STILL HERE, NEVER LEFT - CASE WAS AUTO CLOSED - NEED TO SUBMIT INFORMATION]

*** 05/15/2023 08:40:14 ***
Reopened with Sub Status of Working

*** Web - Advice created on 05/15/2023 08:40:26 and created by Martin Lopez ***
1: Case is now re-open.

*** 05/15/2023 10:57:35 ***
Web - Note created on 05/15/2023 10:57:35 and created by ENNIS HENDERSON
I have uploaded a video showing some of the head bolts not being able to be tightened.

*** 05/15/2023 10:57:53 ***
20230515_124226.mp4 added by ENNIS HENDERSON on 05/15/2023 10:57:36

*** Web - Advice created on 05/15/2023 11:14:30 and created by Martin Lopez ***
1: Thank you.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 05/15/2023 11:14:59 ***
PWA Case 15522305 created by Martin Lopez

*** 05/15/2023 11:15:06 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,477

Prod Date: 12/06/2013 **Warranty Start Date:** 12/26/2013

Dealer/Contact Data:

Dealer: NY134 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Jon Rivera **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 03/30/2023 11:35:33 ***
Contact = Jon Rivera, Priority = Standard, Sub Status = Dispatched

*** 03/30/2023 11:35:33 ***
Web - Problem Description created on 03/30/2023 11:35:33 and created by Jon Rivera
ENGINE LEAKING OIL.

*** 03/30/2023 11:35:33 ***
Web - Diagnostics created on 03/30/2023 11:35:33 and created by Jon Rivera
ENGINE LEAKING OIL INTAKE VALLEY

*** 03/30/2023 11:40:40 ***
Web - Note created on 03/30/2023 11:40:40 and created by balkaran sanichar
THE OIL PRESSURE SWITCH WAS REPLACED ON THE PREVIOUS VISIT AND VEHICLE STILL LEAKING OIL FRON CYLINDER BLOCK CENTER VALLEY .I CLEANED INTAKE VALLEY AND INSPECTED WITH CAMERA SCOPE AND FOUND OIL LEAKING FROM HEAD GASKET SURFACE WHERE IT MATES TO BLOCK.

*** 03/30/2023 15:56:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 03/30/2023 15:59:01 and created by Martin Lopez ***
1: Hello Jon,
-Please provide a video of the condition noted.

-Do you see any other types of leaks around the cylinder heads?

*** 04/04/2023 05:17:28 ***
20230403_161511 (1).mp4 added by Jon Rivera on 04/04/2023 05:17:24

*** Web - Advice created on 04/04/2023 10:11:08 and created by Martin Lopez ***

1: Thank you.

Based on this information, the cylinder head or heads will need to be removed for inspection,
>>>>>BUT FIRST;<<<<
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 04/12/2023 07:02:38 ***
20230412_095514.mp4 added by Jon Rivera on 04/12/2023 07:02:07

*** Web - Advice created on 04/12/2023 09:20:32 and created by Martin Lopez ***
1: Thank you.
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 04/12/2023 09:20:36 ***
Allow Auto PWA Case checked on 4/12/2023 9:20:36 and checked by Martin Lopez

*** 04/12/2023 09:20:46 ***
PWA Case created for RA Case 15425403 by Martin Lopez

*** 04/12/2023 09:20:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,497

Prod Date: 11/10/2013 **Warranty Start Date:** 02/27/2014

Dealer/Contact Data:

Dealer: TX090 Cowboy Kia of Conroe

Phone: 9364940600 **FAX:** 9364943311

Contact: Santiago Marban **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/13/2023 06:49:04 ***
Engine Diagnosis updated on 4/13/2023 6:49:4 and updated by Siebel eSupport

*** 04/14/2023 07:47:04 ***
Contact = Santiago Marban, Priority = Standard, Sub Status = Dispatched

*** 04/14/2023 07:47:05 ***
Web - Problem Description created on 04/13/2023 06:49:04 and created by Santiago Marban
C/S SHE HEARD A POPPING NOISE WHILE DRIVING WHEN ALL OF THE SUDDEN WHITE SMOKES STARTING COMING OUT OF THE TAILPIPE AND HER CHECK ENGINE LIGHT CAME ON.

*** 04/14/2023 07:47:05 ***
Web - Diagnostics created on 04/13/2023 06:59:06 and created by Santiago Marban
SCANNED FOR DTC'S PENDING CYLINDER 1 MISFIRE. VEHICLE SMOKING FROM TAIL PIPE SENT VIDEO ATTACHMENT, AS WELL AS PICTURE OF OIL CAP AND VALVE COVER OIL CAP INLET.

*** 04/14/2023 07:47:07 ***
20230413_083647.jpg added by Santiago Marban on 04/14/2023 07:47:05

*** 04/14/2023 07:47:11 ***
20230413_083651.jpg added by Santiago Marban on 04/14/2023 07:47:09

*** 04/14/2023 07:50:19 ***
20230414_093742.mp4 added by Santiago Marban on 04/14/2023 07:49:53

*** 04/14/2023 13:44:34 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/14/2023 13:46:35 and created by Frank Lusic ***
1: Hello Santiago

Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 04/20/2023 12:29:01 ***
Web - Note created on 04/20/2023 12:29:01 and created by Santiago Marban
upon tear down found rear cylinder head bolts near cylinder 1 and 3 not torquing after 30flt lbs + 120 + 90 just kept spinning. used straight edge to measure specification of cylinder head, specification not in spec 0.07mm

*** Web - Advice created on 04/20/2023 12:59:36 and created by Tony Thomas ***
1: Attach a short video of the head bolts pulling threads from the block.

*** Service Alert Escalated to CA as: 15472451 on 04/21/2023 01:04:41 (PST)

*** 04/21/2023 06:07:08 ***
Web - Note created on 04/21/2023 06:07:07 and created by Santiago Marban
sent video of torquing just spinning. sending video of threads as well.

*** 04/21/2023 06:12:26 ***
20230421_080425.mp4 added by Santiago Marban on 04/21/2023 06:12:00

*** 04/21/2023 06:12:39 ***
20230421_081022.mp4 added by Santiago Marban on 04/21/2023 06:12:26

*** Web - Advice created on 04/21/2023 07:00:52 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage e.g. piston disintegrated, valves broken, rod through the block, seized, metal debris in the oil pan, do not reuse the original intake manifold.

*** 04/21/2023 07:00:59 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 04/21/2023 07:01:00 ***
PWA has been authorized by Tony Thomas

*** 04/21/2023 07:01:00 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,979

Prod Date: 10/06/2017 **Warranty Start Date:** 05/21/2018

Dealer/Contact Data:

Dealer: MO033 Oakes Kia

Phone: 8164742900 **FAX:** 8164744118

Contact: Ernesto Chavez Villa **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 04/13/2023 08:04:35 ***
Contact = Ernesto Chavez Villa, Priority = Standard, Sub Status = Dispatched

*** 04/13/2023 08:04:36 ***
Web - Problem Description created on 04/13/2023 07:59:47 and created by Ernesto Chavez Villa
costumer states vehicle is overheating, and all the coolant leaked out check and advise.

*** 04/13/2023 08:04:37 ***
Web - Diagnostics created on 04/13/2023 07:59:47 and created by Ernesto Chavez Villa
pressure tested vehicle and check for external leaks and no leaks of coolant were found. filled coolant and test drove vehicle and found that coolant is leaking internally causing the coolant system to have excessive pressure coming out of the expansion tank while vehicle is driving or when engine is rev up. pressure tested coolant system and check piston for coolant leaking into cylinder and no coolant can be found at the cylinders. took picture of top of cylinders see attachments.

*** 04/13/2023 15:33:46 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 04/13/2023 15:34:08 and created by Michael Longbehn ***
1: Hello Ernesto,

Reviewing case notes.

*** Web - Advice created on 04/13/2023 15:35:17 and created by Michael Longbehn ***
1: please perform a block check and add a short video or a clear picture of the fluid color after the color change please. You may have to lower the cooling system a bit, then warm the engine up until the thermostat opens and the coolant is flowing. Then keep the RPM's at 2000 rpm while continuing to suck with the plunger on the block tester. If the coolant isn't flowing then the gas cant get up to the neck.

*** 04/14/2023 06:47:06 ***
Web - Note created on 04/14/2023 06:47:06 and created by Ernesto Chavez Villa

could not perform test due to coolant coming out of radiator cap if engine passes the 1300 rpms. try to perform test at idle but test comes out inconclusive.

*** Web - Advice created on 04/14/2023 08:22:11 and created by Michael Longbehn ***
1: Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 04/17/2023 06:51:08 ***
Web - Note created on 04/17/2023 06:51:08 and created by Ernesto Chavez Villa
Upon farther inspection found one of the head bolts has pull the tread out of the block, see attachments.

*** 04/17/2023 06:51:09 ***
image.jpg added by Ernesto Chavez Villa on 04/17/2023 06:51:08

*** Web - Advice created on 04/17/2023 08:00:14 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 04/17/2023 08:00:47 ***
PWA Case 15460978 created by Michael Longbehn

*** 04/17/2023 08:00:47 ***
I have generated and approved a PWA case for you.

*** 04/18/2023 06:24:20 ***
Case Number: XXXXXXXX Reopen Requested by Ernesto Chavez Villa.
Reason: [pwa was approved for engine replacement, was no specified on weather to order a long block or get a short block. long block is available but on back order. short block is available as well that is 5 days out. would like to know witch one will need to order.]

*** 04/18/2023 07:42:02 ***
Reopen Denied by Michael Longbehn
Reason: Short block, heads need checked and replaced if needed per PS539. Please consult with DPSM after strait edging the heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,013

Prod Date: 04/13/2018 **Warranty Start Date:** 07/01/2019

Dealer/Contact Data:

Dealer: MO033 Oakes Kia

Phone: 8164742900 **FAX:** 8164744118

Contact: Ernesto Chavez Villa **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 04/07/2023 12:18:30 ***
Contact = Ernesto Chavez Villa, Priority = Standard, Sub Status = Dispatched

*** 04/07/2023 12:18:30 ***
Web - Problem Description created on 04/07/2023 12:18:30 and created by Ernesto Chavez Villa
Vehicle is smelling like a chemical smell and notice coolant leaking check and advice.

*** 04/07/2023 12:18:31 ***
Web - Diagnostics created on 04/07/2023 12:18:30 and created by Ernesto Chavez Villa
Upon inspection found that coolant is leaking into the cylinder coming out of exhaust manifold on 2,4,6 bank front of vehicle see attachments.

*** 04/07/2023 12:18:32 ***
168089490488559231876029074385 93.jpg added by Ernesto Chavez Villa on 04/07/2023 12:18:31

*** 04/07/2023 12:18:33 ***
168089501330752803167115116943 28.jpg added by Ernesto Chavez Villa on 04/07/2023 12:18:32

*** 04/07/2023 12:18:34 ***
168089505025215310541385941284 9.jpg added by Ernesto Chavez Villa on 04/07/2023 12:18:33

*** 04/08/2023 21:22:18 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/08/2023 21:23:14 and created by Greg Phillips ***
1: Is there coolant in the cylinders? Are you sure it's the exhaust manifold and not the head gasket? It's hard to tell from the angle of the photo.

*** 04/10/2023 09:49:19 ***
Web - Note created on 04/10/2023 09:49:19 and created by Ernesto Chavez Villa

there is not actual coolant in cylinders. there are water spots on top of pistons, i also pressure testes the coolant system and did not see coolant in cylinders. coolant is leaking into cylinders 2, 4, 6 and leaking out of the exhaust manifold. this is only happening when vehicle is running and hot. possible head gasket or head bolt have retracted i don't know unit removal of head and inspect for the source of leakage.

*** Web - Advice created on 04/10/2023 13:33:17 and created by Greg Phillips ***
1: I'm thinking that if it's coming from the exhaust manifold, you have to also have an exhaust leak. And if you have that much leaking out of the exhaust manifold, there has to be a lot more going through the exhaust. I would see if there is coolant in the oil, and I would move on to checking the head bolts or removing the head for further inspection. If you find head bolts loose, check for block thread on the head bolts. If there is any, stop and get a photo of that head bolt. Get DPSM authorization for the tear down if needed.

*** 04/14/2023 13:15:47 ***
Web - Note created on 04/14/2023 13:15:47 and created by Ernesto Chavez Villa
Upon farther inspection found that one of the head bolts was lose pulling out the trees on the block see attachments.

*** 04/14/2023 13:15:49 ***
20230414_151015.jpg added by Ernesto Chavez Villa on 04/14/2023 13:15:48

*** 04/14/2023 13:51:02 ***
PWA Case created for RA Case 15442910 by Greg Phillips

*** 04/14/2023 13:51:02 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,005

Prod Date: 02/19/2014 **Warranty Start Date:** 10/13/2014

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: brandon kirk **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution: block threads damaged

Case History

*** 04/17/2023 09:06:31 ***
Contact = David Lentini, Priority = Standard, Sub Status = Dispatched

*** 04/17/2023 09:06:31 ***
Web - Problem Description created on 04/17/2023 09:06:31 and created by David Lentini
customer states vehicle is overheating and smoking

*** 04/17/2023 09:06:32 ***
Web - Diagnostics created on 04/17/2023 09:06:31 and created by David Lentini
removed radiator cap and saw oil in the coolant as well is collant showing on the oil dipstick

*** 04/17/2023 11:39:36 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/17/2023 11:40:00 and created by Joseph Gonzalez ***
1: Hello David how may I assist you?

*** Service Alert Escalated to CA as: 15463470 on 04/18/2023 01:05:03 (PST)

*** 04/18/2023 05:35:38 ***
Web - Note created on 04/18/2023 05:35:38 and created by David Lentini
i think this car has a blown head gasket found oil in coolant

*** Web - Advice created on 04/18/2023 07:47:34 and created by Joseph Gonzalez ***
1: Have you performed block test?

*** 04/18/2023 08:02:38 ***
Web - Note created on 04/18/2023 08:02:38 and created by David Lentini

yes i used the block test and it instantly turned from blue to green/yellow

*** Web - Advice created on 04/18/2023 08:37:09 and created by Joseph Gonzalez ***
1: Thank you for the information. Have you inspected the the headgasket, head and block?

*** 04/18/2023 10:00:34 ***
Web - Note created on 04/18/2023 10:00:33 and created by David Lentini
no

*** Web - Advice created on 04/18/2023 10:06:31 and created by Joseph Gonzalez ***
1: If you have verified vehicle has blown head gasket, please proceed with repairs, please verify coolant system is fully operational prior vehicle release.

*** 04/18/2023 12:25:49 ***
Web - Note created on 04/18/2023 12:25:49 and created by David Lentini
ok

*** Web - Advice created on 04/18/2023 12:39:47 and created by Joseph Gonzalez ***
1: Thank you If case is no longer needed, please close case. Thank you.

*** Web - Advice created on 04/24/2023 11:37:54 and created by Joseph Gonzalez ***
1: Hello checking in, are there any updates to case? If case is no longer needed, please close case. Thank you.

*** 04/25/2023 12:22:37 ***
Web - Note created on 04/25/2023 12:22:36 and created by David Lentini
ok so ive been really busy so i apologize for not getting back to you in a timely manner but im tearing the engine down right now so i should have an answer tomorrow for you

*** Web - Advice created on 04/25/2023 13:09:24 and created by Joseph Gonzalez ***
1: Thank you for the update. Please let me know the results.

*** 04/27/2023 09:11:18 ***
Web - Note created on 04/27/2023 09:11:18 and created by Daniel Nepini
Please reassign case to brandon kirk- username bkirk20

*** Web - Advice created on 04/27/2023 09:13:44 and created by Joseph Gonzalez ***
1: Case has been transferred

*** 04/28/2023 06:34:34 ***
Web - Note created on 04/28/2023 06:34:34 and created by brandon kirk
Tear down of engine has resulted in finding the head bolts have pulled threads out of the block. Not all but a few were found very loose aswell Attaching a picture of head bolt that was floating in place.

*** 04/28/2023 06:34:36 ***
D7A28485-540D-48BF-9AEE-9DE3F193D785.jpeg added by brandon kirk on 04/28/2023 06:34:35

*** Web - Advice created on 04/28/2023 07:49:40 and created by Joseph Gonzalez ***
1: Thank you for the photo. The short block would need to be replaced for this concern, Please inspect heads for warpage.

*** 05/01/2023 11:30:55 ***
Web - Note created on 05/01/2023 11:30:55 and created by brandon kirk
we have found warpage in the heads , both heads out of spec

*** Web - Advice created on 05/01/2023 11:33:49 and created by Joseph Gonzalez ***
1: Could you please attach photos of warpage to case.

*** 05/03/2023 10:55:08 ***
IMG_4608.MOV added by brandon kirk on 05/03/2023 10:55:02

*** 05/03/2023 10:55:13 ***

IMG_4607.MOV added by brandon kirk on 05/03/2023 10:55:09

*** 05/03/2023 11:01:15 ***
Web - Note created on 05/03/2023 11:01:15 and created by brandon kirk
Attached videos of warpage. One for each head Bank 1 showed easy clearance of 0.25mm feeler gauge bank 2 showed 0.21mm feeler gauge of clearance, according to spec sheet .2 max allowable. Noticed heads to be somewhat bow'd on the timing cover side of the head.

*** 05/03/2023 11:16:57 ***
Allow Auto PWA Case checked on 5/3/2023 11:16:57 and checked by Joseph Gonzalez

*** Web - Advice created on 05/03/2023 11:17:09 and created by Joseph Gonzalez ***
1: Thank you for the video. A long block replacement would be best for this concern.
2: Please use the Create PWA Case tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). I would recommend proceeding with opening PWA cases when you are requesting engine replacement. It looks as if you have all the information to approve a case Thank you.

----------Please read below----------

If you are experiencing problems, Please fill out the Engine Diagnosis section on this case, then add a note to the case after updating the fields. If there are any PWA draft cases (for any Vins), please erase them. I just need the Engine diagnostics tab filled out. Then I can create the PWA case. Thank you.

*** 05/05/2023 08:28:05 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,071

Prod Date: 08/17/2013 **Warranty Start Date:** 03/31/2014

Dealer/Contact Data:

Dealer: CA313 Kia of Carson

Phone: 3105078740 **FAX:** 3105078592

Contact: Luis Lopez **Contact Title:** Exclusive Kia Technician **Service District:** WE01

Case Details:

Case Title: MIL - PCM # P0300, P0018, P0302, P0304, P0306

Symptom: Oil Consumption **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Professional Elite 2022/-min

Case History

*** 04/18/2023 08:34:41 ***
Contact = Luis Lopez, Priority = Standard, Sub Status = Dispatched

*** 04/18/2023 08:34:41 ***
Web - Problem Description created on 04/18/2023 08:33:02 and created by Luis Lopez
customer states vehicle is consuming oil and check engine light is on.

*** 04/18/2023 08:34:41 ***
Web - Diagnostics created on 04/18/2023 08:33:02 and created by Luis Lopez
after inspection of vehicle found oil in engine to be 3quarts low, scanned vehicle and found engine codes P0300, P0018, P0302, P0304, and P0306. performed a compression test on cylinder #2, #4, and #6. cylinder #2 has 125psi, cylinder #4 has 100psi, and cylinder #6 has 80psi. notice there is some leak around the cylinder heads. how should i proceed??

*** 04/18/2023 13:36:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 04/18/2023 13:37:06 and created by Joseph Gonzalez ***
1: Reviewing case

*** Web - Advice created on 04/18/2023 13:46:27 and created by Joseph Gonzalez ***
1: Please add a video of the compression of the lowest cylinder.

Please show 8-10 engine revolutions, please disable the fuel and open the Throttle Body all the way.
2: What type of leaks do you see around cylinder heads?

*** 04/18/2023 19:27:47 ***
Web - Note created on 04/18/2023 19:27:46 and created by Luis Lopez

Looks like oil leaking around the heads

Submitted video of compression on cylinder #6 which had the lowest compression

*** 04/18/2023 19:27:55 ***
20230418_192825.mp4 added by Luis Lopez on 04/18/2023 19:27:47

*** Web - Advice created on 04/19/2023 07:51:36 and created by Joseph Gonzalez ***
1: Luis the video shows the cylinder reaching 150 psi not 80psi as you mentioned earlier.

*** 04/19/2023 08:26:49 ***
Web - Note created on 04/19/2023 08:26:49 and created by Luis Lopez
i cranked for only 5seconds thats probably why

*** Web - Advice created on 04/19/2023 08:36:00 and created by Joseph Gonzalez ***
1: Please re-do your compression test on all cylinders and attach results to case.

*** 04/22/2023 15:23:32 ***
Web - Note created on 04/22/2023 15:23:32 and created by Luis Lopez
cylinder #2- 140psi
cylinder #4- 140psi
cylinder #6- 150psi

*** Web - Advice created on 04/24/2023 08:12:59 and created by Joseph Gonzalez ***
1: Thank you for the information. Please attach photos of the oil leaks, you would need to correct the leaks and start a oil consumption test afterwards to see if in fact the engine is consuming oil or if it just leaking out excessively.

*** 04/26/2023 19:31:44 ***
20230425_164656.jpg added by Luis Lopez on 04/26/2023 19:31:44

*** 04/26/2023 19:31:45 ***
20230425_164623.jpg added by Luis Lopez on 04/26/2023 19:31:45

*** 04/26/2023 19:31:46 ***
20230425_164616.jpg added by Luis Lopez on 04/26/2023 19:31:46

*** Web - Advice created on 04/27/2023 07:52:20 and created by Joseph Gonzalez ***
1: Thank you for the photos. Were you able to repair the oil leaks and start the oil consumption test?

*** 05/01/2023 08:06:45 ***
Web - Note created on 05/01/2023 08:06:45 and created by Luis Lopez
you want me to remove the cylinder head? thats the only way to repair the head leak.

*** Web - Advice created on 05/01/2023 08:45:04 and created by Joseph Gonzalez ***
<For Internal Use Only
*>

*** Web - Advice created on 05/01/2023 11:29:33 and created by Joseph Gonzalez ***
1: Please attach photos of all cylinder walls for review

*** 05/01/2023 18:42:50 ***
Web - Note created on 05/01/2023 18:42:50 and created by Luis Lopez
only for #2, #4, and #6

*** Web - Advice created on 05/02/2023 07:51:36 and created by Joseph Gonzalez ***
1: Please attach when ready.

*** 05/02/2023 18:17:35 ***
cylinder 2 (3).JPG added by Luis Lopez on 05/02/2023 18:17:35

*** 05/02/2023 18:17:36 ***
cylinder 2 (4).JPG added by Luis Lopez on 05/02/2023 18:17:35

*** 05/02/2023 18:17:36 ***
cylinder 2 (5).JPG added by Luis Lopez on 05/02/2023 18:17:36

*** 05/02/2023 18:17:36 ***
cylinder 4.JPG added by Luis Lopez on 05/02/2023 18:17:36

*** 05/02/2023 18:17:37 ***
cylinder 4 (2).JPG added by Luis Lopez on 05/02/2023 18:17:36

*** 05/02/2023 18:17:37 ***
cylinder 6.JPG added by Luis Lopez on 05/02/2023 18:17:37

*** 05/02/2023 18:17:37 ***
cylinder 6 (2).JPG added by Luis Lopez on 05/02/2023 18:17:37

*** 05/02/2023 18:18:21 ***
Web - Note created on 05/02/2023 18:18:20 and created by Luis Lopez
photos of cylinder 2,4,and 6 submitted

*** Web - Advice created on 05/03/2023 07:40:49 and created by Joseph Gonzalez ***
1: Thank you for the information. Reviewing case

*** Web - Advice created on 05/03/2023 09:24:19 and created by Joseph Gonzalez ***
1: Thank you for the information. Please proceed with head gasket repairs and starting oil consumption test.

*** 05/08/2023 14:34:12 ***
Web - Note created on 05/08/2023 14:34:12 and created by Luis Lopez
In the process of removing the head bolt found head bolts to be loose and once i fully removed them found thread to be stripped

*** 05/08/2023 14:34:22 ***
20230508_142805.mp4 added by Luis Lopez on 05/08/2023 14:34:12

*** Web - Advice created on 05/08/2023 14:43:54 and created by Joseph Gonzalez ***
1: Thank you for the video. Based on the information you provided, the block would need to be replaced for this concern, Please inspect heads for warpage.

*** 05/08/2023 14:46:11 ***
Web - Note created on 05/08/2023 14:46:10 and created by Luis Lopez
will we be doing a short block replacement under powertrain??

*** Web - Advice created on 05/08/2023 14:50:09 and created by Joseph Gonzalez ***
1: It will be determined on what you find with the heads, when inspecting head flatness please make sure surface area is clean prior measuring as any carbon build up or head gasket material will give incorrect readings. Please let me know the results.

*** 05/11/2023 09:24:17 ***
Web - Note created on 05/11/2023 09:24:17 and created by Luis Lopez
CYLINDER HEAD FLATESS IS 0.003in

*** Web - Advice created on 05/11/2023 09:28:19 and created by Joseph Gonzalez ***
<For Internal Use Only
.>

*** 05/11/2023 09:34:30 ***
Allow Auto PWA Case checked on 5/11/2023 9:34:30 and checked by Joseph Gonzalez

*** Web - Advice created on 05/11/2023 09:34:31 and created by Joseph Gonzalez ***
1: Thank you for the information. Based on the information you provided, a short block would be needed to address this concern.
2: Please use the Create PWA Case tab that I have enabled and provide all the required information for final review, however, the engine diagnosis portion needs to be completed (only available in a PWA case). I would recommend proceeding with opening PWA cases when you are requesting engine replacement. It looks as if you have all the information to approve a case Thank you.

----------Please read below----------

If you are experiencing problems, Please fill out the Engine Diagnosis section on this case, then add a note to the case after updating the fields. If there are any PWA draft cases (for any Vins), please erase them. I just need the Engine diagnostics tab filled out. Then I can create the PWA case. Thank you.

*** 05/11/2023 09:58:43 ***
I have generated and approved a PWA case for you.

*** 05/11/2023 10:02:48 ***
Web - Note created on 05/11/2023 10:02:48 and created by Luis Lopez
so i need new heads too right??

*** Web - Advice created on 05/11/2023 10:08:12 and created by Joseph Gonzalez ***
1: Your head specs are 0.003in minimum spec are .0019in, Contact DPSM if they would like the heads to be machined or replaced.

*** Web - Advice created on 05/16/2023 15:12:50 and created by Joseph Gonzalez ***
1: Hello checking in, are there any updates to case? If case is no longer needed, please close case. Thank you.

*** 05/17/2023 15:16:56 ***
Case Closed with Resolution Code: Faulty Component
Resolution Summary: Professional Elite 2022/-min 128psi=cylinder #2- 140psi/cylinder #4- 140psi/cylinder #6- 150psi/Block has stripped thread/head 0.003in ...min spec =.0019in head ok/BLOCKED NEEDED

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 22,594

Prod Date: 12/10/2018 **Warranty Start Date:** 10/12/2019

Dealer/Contact Data:

Dealer: NY099 Dutchess Kia

Phone: 8454627700 **FAX:** 8454624011

Contact: Keith Sindone **Contact Title:** Dual Technician **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** 04/19/2023 07:22:08 ***
Engine Diagnosis updated on 4/19/2023 7:22:8 and updated by Siebel eSupport

*** 04/19/2023 07:30:37 ***
Contact = Keith Sindone, Priority = Standard, Sub Status = Dispatched

*** 04/19/2023 07:30:37 ***
Web - Problem Description created on 04/19/2023 07:22:08 and created by Keith Sindone
vehicle came in for lof, rotate and inspcetion. also complained of an overheat message on dash. raised vehicle up and removed splash shield. found coolant leaking from l/h front head gasket.

*** 04/19/2023 07:30:38 ***
Web - Diagnostics created on 04/19/2023 07:22:08 and created by Keith Sindone
ordered parts. came in yesterday. removed cylinder head today and found one head bolt not tight when removing head. went to put on new head gasket and head bolts but i am having a problem with the bolt that was not tight. its on rear lower part of the head. when i get to that bolt for tightening torque the bolt will not tighten at all. it just spins in the block. let me know what u need for documentation. thank you. the battery is out of this car so i cant get the right ecu rom id at the moment. so i am just going to put a random one in to start the case.

*** 04/19/2023 07:31:17 ***
20230419_102246.mp4 added by Keith Sindone on 04/19/2023 07:30:38

*** 04/19/2023 15:16:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 04/19/2023 15:22:26 and created by Jay Jurado ***
1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 04/19/2023 15:22:41 ***

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 04/19/2023 15:22:42 ***
PWA has been authorized by Jay Jurado

*** 04/19/2023 15:22:42 ***
Case closed by Jay Jurado with Resolution Code : Faulty Component
[Resolution Summary]
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 81,282

Prod Date: 01/26/2013 **Warranty Start Date:** 04/26/2013

Dealer/Contact Data:

Dealer: WA030 George Gee Kia

Phone: 5092102000 **FAX:** 5099271915

Contact: Patrick Farrell **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 04/20/2023 09:43:52 ***
Engine Diagnosis updated on 4/20/2023 9:43:52 and updated by Siebel eSupport

*** 04/20/2023 11:07:29 ***
Contact = Patrick Farrell, Priority = Standard, Sub Status = Dispatched

*** 04/20/2023 11:07:29 ***
Web - Problem Description created on 04/20/2023 09:43:52 and created by Patrick Farrell
Customer states vehicle is losing oil.

*** 04/20/2023 11:07:29 ***
Web - Diagnostics created on 04/20/2023 09:43:52 and created by Patrick Farrell
During inspection found the right cylinder head is leaking oil and coolant. The coolant reservoir and radiator are low. Tore down engine and found the cylinder head bolts pulled the threads lose on the right cylinder head.

*** 04/20/2023 11:07:31 ***
IMG_20230420_092411722.jpg added by Patrick Farrell on 04/20/2023 11:07:30

*** 04/20/2023 11:07:34 ***
IMG_20230420_094237256.jpg added by Patrick Farrell on 04/20/2023 11:07:32

*** 04/20/2023 11:07:34 ***
IMG_20230420_094252098_HDR.jpg added by Patrick Farrell on 04/20/2023 11:07:34

*** 04/20/2023 11:08:39 ***
IMG_20230420_093059145.jpg added by Patrick Farrell on 04/20/2023 11:08:38

*** 04/21/2023 10:11:54 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 04/21/2023 10:27:32 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage e.g. piston disintegrated, valves broken, rod through the block, seized, metal debris in the oil pan, do not reuse the original intake manifold.

*** 04/21/2023 10:27:41 ***
PWA has been authorized by Tony Thomas

*** 04/21/2023 10:27:41 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,103

Prod Date: 05/20/2020 **Warranty Start Date:** 06/12/2020

Dealer/Contact Data:

Dealer: FL083 Greenway Kia West

Phone: 4075322217 **FAX:** 4075322776

Contact: Kyfer Morales **Contact Title:** Exclusive Kia Technician **Service District:** SO03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 03/21/2023 12:14:17 ***
Contact = Kyfer Morales, Priority = Standard, Sub Status = Dispatched

*** 03/21/2023 12:14:17 ***
Web - Problem Description created on 03/21/2023 10:40:42 and created by Kyfer Morales
CUSTOMER STATES VEHICLE STARTING TO OVERHEAT

*** 03/21/2023 12:14:17 ***
Web - Diagnostics created on 03/21/2023 10:40:42 and created by Kyfer Morales
VERIFIED CONCERN VEHICLE OVERHEATS
CHECK FOR DTCs- NONE FOUND
CHECK FOR ECU UPDATES- NONE FOUND
PERFORM COOLANT FAN ACTUATION TEST WITH KDS- FAN WORKING
CHECK THERMOSTAT, UPPER RADIATOR HOSE AT 153F AND LOWER RADIATOR HOSE AT 68F. PERFORM THERMOSTAT ACTUATION TEST WITH KDS- THERMOSTAT NOT OPENING. REPLACE THERMOSTAT AND BLEED COOLANT SYSTEM WITH KDS. ROAD TEST VEHICLE- STILL OVERHEATING
PERFORM COOLANT PRESSURE TEST. CAN SEE PRESSURE START TO GO DOWN SLOWLY.
CHECK FOR COOLANT- NONE FOUND. PERFORM COMBUSTION LEAK TEST WITH INDICATING FLUID. WHEN PERFORMING TEST. THE FLUID CHANGE COLOR.
WILL SENT VIDEO

*** 03/22/2023 05:48:52 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 03/22/2023 05:56:51 and created by Greg Phillips ***
1: I would pressure test this and check the cylinders while it's under pressure. See if one of them has coolant dripping into it, and how much. Use a good borescope to examine for cracks in cylinder walls or leaking head gasket.

*** 04/06/2023 11:12:18 ***
Web - Note created on 04/06/2023 11:12:17 and created by Kyfer Morales

PERFORM COOLANT PRESSURE TEST AND CHECK ALL CYLINDERS FOR COOLANT LEAK
IN CYLINDER WITH BORESCOPE. FOUND LEAK AT CYLINDER 3. WILL SENT PICS

*** 04/06/2023 11:12:18 ***
DCF_0274.jpg added by Kyfer Morales on 04/06/2023 11:12:18

*** 04/06/2023 11:12:19 ***
DCF_0269.jpg added by Kyfer Morales on 04/06/2023 11:12:19

*** Web - Advice created on 04/06/2023 12:19:24 and created by Greg Phillips ***
1: This looks like it's coming from the head gasket. If it's a light amount of coolant I would proceed with removal of the head to replace the head gasket and check cylinder walls, deck flatness, head flatness, etc. Stop if you find head bolts with stripped block threads on them and add a clear photo.

*** Case has been auto closed by the system on 04/22/2023 01:18:19 (PST)
*** 04/24/2023 15:27:28 ***
Case Number: XXXXXXXX Reopen Requested by Kyfer
Morales. Reason: [STILL WORKING ON VEHICLE]

*** 04/25/2023 04:50:46 ***
Reopened with Sub Status of Working

*** 04/25/2023 05:47:58 ***
Web - Note created on 04/25/2023 05:47:58 and created by Kyfer Morales
STARTED REMOVING BANK 1 HEAD CYLINDER. WHEN REMOVING HEAD BOLT AROUND CYLINDER 3 HAS OIL AND METAL ON IT. I STOP REMOVING CYLINDER HEAD TO SEND PICS.

*** 04/25/2023 05:48:00 ***
IMG_1311[1].JPG added by Kyfer Morales on 04/25/2023 05:47:58

*** 04/25/2023 05:48:02 ***
IMG_1312[1].JPG added by Kyfer Morales on 04/25/2023 05:48:01

*** 04/25/2023 05:48:04 ***
IMG_E1305[1].JPG added by Kyfer Morales on 04/25/2023 05:48:02

*** Web - Advice created on 04/25/2023 06:17:42 and created by Greg Phillips ***
1: Was that bolt loose? Was it the only one like that? The oil looks terrible. But I only see one little sliver of metal.

*** Web - Advice created on 04/25/2023 06:18:07 and created by Greg Phillips ***
1: Usually if threads are pulled they'll be wrapped around the bolt threads. (see my last note)

*** Service Alert Escalated to CA as: 15480297 on 04/26/2023 01:03:56 (PST)

*** 05/01/2023 16:10:52 ***
Web - Note created on 05/01/2023 16:10:52 and created by Kyfer Morales
ONLY REMOVE THE TWO HEADBOLTS, THE DRY BOLT WAS ON TOP INTAKE SIDE OF CLYLINDER 3 AND THE HEAD BOLT WITH THE OIL AND METAL WAS ON THE EXHAUST SIDE OF CYLINDER 3. AND YES THE HEADBOLT WITH THE OIL AND METAL WAS EASY TO REMOVE THAT THE OTHER ONE. ALSO REMOVE THE REST OF THE HEADBOLTS AND FOUND AOTHER
HEADBOLT ON EXHAUST SIDE NEXT TO CYLINDER 3 WITH OIL AND METAL AND WAS EASY TO REMOVE TOO.

*** 05/01/2023 16:10:54 ***
IMG_1351[1].JPG added by Kyfer Morales on 05/01/2023 16:10:53

*** 05/01/2023 16:10:55 ***

IMG_1352[1].JPG added by Kyfer Morales on 05/01/2023 16:10:55

*** 05/02/2023 05:17:07 ***
PWA Case created for RA Case 15404206 by Greg Phillips

*** 05/02/2023 05:17:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 62,005

Prod Date: 02/19/2014 **Warranty Start Date:** 10/13/2014

Dealer/Contact Data:

Dealer: MA006 Quirk Kia

Phone: 7812286731 **FAX:** 7819171820

Contact: brandon kirk **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/05/2023 05:56:13 ***
Contact = brandon kirk, Priority = Standard, Sub Status = Assigned

*** 05/05/2023 05:56:13 ***
Engine Diagnosis updated on 5/5/2023 5:56:13 and updated by Siebel eSupport

*** 05/05/2023 05:56:13 ***
Web - Problem Description created on 05/05/2023 05:56:13 and created by brandon kirk
customer states vehicle is overheating and smoking

*** 05/05/2023 05:56:14 ***
Web - Diagnostics created on 05/05/2023 05:56:14 and created by brandon kirk
removed radiator cap and saw oil in the coolant as well is collant showing on the oil dipstick

found ripped out head bolts straightedged deck of heads found warpage .25mm on bank 1 .21mm on bank 2

*** 05/05/2023 05:56:15 ***
D7A28485-540D-48BF-9AEE-9DE3F193D785.jpeg added by brandon kirk on 05/05/2023 05:56:14

*** 05/05/2023 05:56:21 ***
IMG_4607.MOV added by brandon kirk on 05/05/2023 05:56:15

*** 05/05/2023 05:56:30 ***
IMG_4608.MOV added by brandon kirk on 05/05/2023 05:56:21

*** Web - Advice created on 05/05/2023 08:27:58 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

3: If the failed engine suffered catastrophic damage e.g. piston disintegrated, valves broken, rod through the block, seized, metal debris in the oil pan, do not reuse the original intake manifold.

*** 05/05/2023 08:28:05 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 05/05/2023 08:28:06 ***
PWA has been authorized by Tony Thomas

*** 05/05/2023 08:28:07 ***
Case closed by Tony Thomas with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,571

Prod Date: 03/31/2014 **Warranty Start Date:** 08/01/2014

Dealer/Contact Data:

Dealer: CA317 Premier Kia of Carlsbad

Phone: 7602082237 **FAX:**

Contact: Thomas Cruz **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Warning Light On **DTC:**

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution:

Case History

*** 03/07/2023 14:12:36 ***
Contact = Jose Sandoval, Priority = Standard, Sub Status = Dispatched

*** 03/07/2023 14:12:36 ***
Web - Problem Description created on 03/07/2023 13:52:58 and created by Jose Sandoval
CUSTOMER STATES CHECK ENGINE LIGHT IS ON.

*** 03/07/2023 14:12:36 ***
Web - Diagnostics created on 03/07/2023 13:52:58 and created by Jose Sandoval
SCANNED FOR CODES, FOUND CODE P0018 CRANK/ CAM POSITION CORRELATION B2S1. CODE IS ACTIVE. CLEARED CODE, MONITORED CVVT DATA. FOUND DOES NOT MACH SET POINT DATA. FAILING CVVT AND POSSIBLY CAM PIN HAS COME LOOISE. NOTE VEHICLE CAME IN A FEW WEEKS AGO FOR SERVICE AND AN OIL CONSUMPTION INSPECTION REQUEST. OIL WAS FOUND TO BE 1.50 QUARTS LOW. OIL CHANGE WAS COMPLETED, I CHECKED OIL LEVEL TODAY AND WAS LOW .5 QUARTS. IM NOT SURE HOW TO ADDRESS REPAIR. IF OIL IS BEING CONSUMMED EXCCESSIVELY THEN ENGINE REPLACEMENT WILL BE NEEDED. SO IS THERE A REASON WHY I SHOULD REPLACE INTAKE CAM AND CVVT NOW? IM ASSUMING THAT THE LOW OIL CONTRIBUTED IN THE CAM PHASER FAILING.

*** 03/08/2023 14:21:22 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 03/08/2023 14:39:45 and created by Juan Vazquez ***
1: Thank you for the information provided. I agree with you, if there is an oil consumption issue, it does not make sense to go into the engine twice.
- Please verify that PCV is operating properly and no external leaks.
- Attach a copy of current repair order, front and back, need to see technician handwritten notes documenting findings, including oil level.
- Remove engine oil dipstick and attach a clear photo showing current oil level.
- Remove all the spark plugs and attach a clear image of all the spark plugs, place them in cylinder order, need to see electrode and porcelain exposed to the combustion chamber, looking for any carbon, oil or soot build up.

- Also need maintenance documentation. Only show one oil change from 48,356 to 77,395 miles.
- Ask the customer to provide this documentation. If not available, run a Carfax and attach to this case.

*** Web - Advice created on 03/08/2023 14:43:13 and created by Juan Vazquez ***
1: Jose, one more thing. Please inspect the cylinder head gasket perimeter. Looking at it from the bottom, see if there is any evidence of oil leaking.
If you find evidence of oil leak coming from the head gasket, attach clear images and hold off on removing the spark lugs for now.

*** 03/09/2023 10:43:53 ***
Web - Note created on 03/09/2023 10:43:53 and created by KORY ENGER
Carfax added

*** 03/09/2023 10:43:54 ***
CF.pdf added by KORY ENGER on 03/09/2023 10:43:54

*** Web - Advice created on 03/09/2023 11:18:29 and created by Juan Vazquez ***
1: Thank you for the information and attachment. You have established proper maintenance. Now we need to document excessive oil consumption. Please continue with previous instructions to provide the following:
- Please verify that PCV is operating properly and no external leaks.
- Attach a copy of current repair order, front and back, need to see technician handwritten notes documenting findings, including oil level.
- Remove engine oil dipstick and attach a clear photo showing current oil level.
- Inspect head gaskets for any indication of oil leak, if you find traces of oil coming out of the head gasket attach clear images. (inspecting head gaskets from under vehicle works better)
- If head gaskets do not Remove all the spark plugs and attach a clear image of all the spark plugs, place them in cylinder order, need to see electrode and porcelain exposed to the combustion chamber, looking for any carbon, oil or soot build up.

*** 03/16/2023 15:04:52 ***
Web - Note created on 03/16/2023 15:04:52 and created by Jose Sandoval
Verified pcv working properly.
Checked for headgasket leaking, attached picture.
Attached pictures of RO, dipstick and sparkplugs.

*** 03/16/2023 15:04:54 ***
20230316_144811.jpg added by Jose Sandoval on 03/16/2023 15:04:53

*** 03/16/2023 15:04:56 ***
20230316_145558.jpg added by Jose Sandoval on 03/16/2023 15:04:54

*** 03/16/2023 15:04:58 ***
167900413148545437161356179665 9.jpg added by Jose Sandoval on 03/16/2023 15:04:57

*** 03/16/2023 15:04:59 ***
167900418765376332611186124022 08.jpg added by Jose Sandoval on 03/16/2023 15:04:58

*** 03/16/2023 15:05:00 ***
20230208_091720.jpg added by Jose Sandoval on 03/16/2023 15:04:59

*** Web - Advice created on 03/16/2023 15:16:41 and created by Juan Vazquez ***
1: Thank you for the information and attachments. We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** Case has been auto closed by the system on 04/01/2023 01:12:12 (PST)
*** 05/06/2023 08:01:22 ***
Case Number: XXXXXXXX Reopen Requested by Thomas
Cruz. Reason: [Add video of stripped head bolts on Bank 2]

*** Service Alert Escalated to CA as: 15504577 on 05/07/2023 01:02:00 (PST)

*** Dispatched to Queue Service Alert / Techline on 05/07/2023 01:02:03 (PST)

*** 05/08/2023 04:42:47 ***
Reopened with Sub Status of Working

*** 05/08/2023 07:22:56 ***
Web - Note created on 05/08/2023 07:22:55 and created by Thomas Cruz
I added pics of the bolts and valvetrain

*** 05/08/2023 07:22:58 ***
168355568390286583106893155215 69.jpg added by Thomas Cruz on 05/08/2023 07:22:56

*** 05/08/2023 07:22:59 ***
168355572414351965161972782636 99.jpg added by Thomas Cruz on 05/08/2023 07:22:58

*** Web - Advice created on 05/08/2023 07:47:34 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.
3: If the failed engine suffered catastrophic damage e.g. piston disintegrated, valves broken, rod through the block, seized, metal debris in the oil pan, do not reuse the original intake manifold.

*** 05/08/2023 07:47:45 ***
PWA Case created for RA Case 15374421 by Tony Thomas

*** 05/08/2023 07:47:46 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,393

Prod Date: 02/26/2020 **Warranty Start Date:** 03/14/2020

Dealer/Contact Data:

Dealer: PA063 Monroeville Kia

Phone: 4128562100 **FAX:** 4128568808

Contact: Devin Miller **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/03/2023 12:28:36 ***
Contact = Devin Miller, Priority = Standard, Sub Status = Dispatched

*** 05/03/2023 12:28:36 ***
Web - Problem Description created on 05/03/2023 12:28:36 and created by Devin Miller
C/S VEHICLE OVERHEATING

*** 05/03/2023 12:28:37 ***
Web - Diagnostics created on 05/03/2023 12:28:36 and created by Devin Miller
VERFIEID CONCERN, COOLANT LEVEL OK. NO EXTERNAL LEAKS. COOLANT SMELLS BADLY OF FUEL VAPORS. ENGINE SEEMS ROUGH FOR ACTUAL MILEAGE.

*** 05/04/2023 09:52:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 05/04/2023 09:53:40 and created by Jerry Gossling ***
1: Devin,
Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
of the head bolt threads. Thank you.

*** 05/11/2023 07:01:49 ***
Web - Note created on 05/11/2023 07:01:49 and created by Devin Miller
OK SO I PULLED THE REAR VALVE COVER AND IM STOPPING WHERE IM AT DUE TO THE AMOUNT OF SLUDGE IM FINDING. CAN YOU ADVISE ON THE PICTURES IVE ATTACHED. IM QUESTIONING THE MAINTANCE OF THIS VEHICLE

*** 05/11/2023 07:01:50 ***
70550555933--0D04A8B3-36C2-4771-AD78-06253166D075.jpg added by Devin Miller on 05/11/2023 07:01:50

*** 05/11/2023 07:01:51 ***
IMG-5005.jpg added by Devin Miller on 05/11/2023 07:01:51

*** 05/11/2023 07:01:53 ***
IMG-5008.jpg added by Devin Miller on 05/11/2023 07:01:52

*** 05/11/2023 07:01:54 ***
IMG-5010.jpg added by Devin Miller on 05/11/2023 07:01:53

*** Web - Advice created on 05/11/2023 08:59:49 and created by Jerry Gossling ***
1: Devin,
That's not to bad. Please proceed with inspecting the head bolts.
Thank you.

*** 05/11/2023 10:52:44 ***
Web - Note created on 05/11/2023 10:52:43 and created by Devin Miller
OK SO I REMOVED THE CAMSHAFTS AND INSPECTED THE HEAD BOLTS. I FOUND 3 BOLTS LOOSE BUT INSPECTING THE THREADS, NO SIGNS OF PULLED THREADS ON THE BOLTS. I ATTACHED A VIDEO FROM VIN TO HEAD SHOWING YOU WHICH BOLTS WERE LOOSE. I HAD LIKE THREE TURNS ON EACH OF THOSE BOLTS TO GET IT TO 50LBS.

*** 05/11/2023 10:52:48 ***
IMG-5014.MOV added by Devin Miller on 05/11/2023 10:52:46

*** Phone - Advice created on 05/11/2023 10:56:31 and created by Jerry Gossling ***
1: Devin,
I tried to reach you by phone to discus this case, but unfortunately you did not answer.
Please add Tech lines phone number to your contacts so it does not come up as a spam call.
Techline Hotline 1 800-494-4542.
Please update the case once this has been done.
Thank you

*** 05/11/2023 11:02:15 ***
Web - Note created on 05/11/2023 11:02:14 and created by Devin Miller
SORRY ABOUT THAT. LITERALLY I THOUGHT IT WAS SPAM. I HAVE MY PHONE ON ME RIGHT NOW AND ADDED THE CONTACT

*** 05/11/2023 11:03:26 ***
Web - Note created on 05/11/2023 11:03:26 and created by Devin Miller
412-645-1319

*** Phone - Advice created on 05/11/2023 11:51:16 and created by Jerry Gossling ***
1: I called Devin to discuss the case and he confirmed 3 of the head bolts were loose.

Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you.

*** 05/11/2023 11:56:07 ***
PWA Case created for RA Case 15497085 by Jerry Gossling

*** 05/11/2023 11:56:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,595

Prod Date: 03/14/2018 **Warranty Start Date:** 09/28/2018

Dealer/Contact Data:

Dealer: MO029 Cable Dahmer Kia of Lees Summit

Phone: 8162076200 **FAX:** 8165216392

Contact: David Comer **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine - Overheats # Blown Head Gasket

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 05/19/2023 06:06:03 ***
Contact = David Comer, Priority = Standard, Sub Status = Dispatched

*** 05/19/2023 06:06:04 ***
Web - Problem Description created on 05/19/2023 05:52:14 and created by David Comer
Vehicle is overheating

*** 05/19/2023 06:06:04 ***
Web - Diagnostics created on 05/19/2023 05:52:14 and created by David Comer
Confirmed concern. Checked cooling fan operation, fans operating normally. Performed kds operation , no dtc stored. Found radiator low on coolant and overflow reservoir is over full. Performed block check, found combustion gasses in cooling system. Warranty history shows radiator replacement at 25414 miles.

*** 05/19/2023 06:14:11 ***
1684501789587735393871846953789 3.jpg added by David Comer on 05/19/2023 06:14:10

*** 05/19/2023 06:14:13 ***
1684501863650409228577670628623 9.jpg added by David Comer on 05/19/2023 06:14:12

*** 05/19/2023 06:14:15 ***
1684501899006466633337908514948 5.jpg added by David Comer on 05/19/2023 06:14:14

*** 05/19/2023 06:14:17 ***
1684501924372328558124826303516.jpg added by David Comer on 05/19/2023 06:14:15

*** 05/19/2023 06:14:19 ***
1684501951938170969896479417398 7.jpg added by David Comer on 05/19/2023 06:14:18

*** 05/19/2023 06:14:21 ***
20230519_072350.jpg added by David Comer on 05/19/2023 06:14:20

*** 05/19/2023 15:45:58 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/19/2023 15:46:05 and created by Adam Kazarian ***
1: Reviewing

*** Web - Advice created on 05/19/2023 15:49:20 and created by Adam Kazarian ***
1: Hello David,

With the block testing turning yellow we have a blown headgasket.

We will require the customer to provide maintenance records showing all customers oil services, and or a video showing the valve train of the vehicle with the valve cover removed showing the vin plate. Obtain Customers approval for the removal and inspection if that is direction taken. Please submit at your earliest convenience.

*** 05/23/2023 09:26:13 ***
Web - Note created on 05/23/2023 09:26:12 and created by David Comer
I have attached the service records that we have.

*** 05/23/2023 09:26:14 ***
168485887463062466656937625313 46.jpg added by David Comer on 05/23/2023 09:26:13

*** 05/23/2023 09:26:16 ***
168485901679247702462841438979 90.jpg added by David Comer on 05/23/2023 09:26:14

*** 05/23/2023 09:26:17 ***
168485910334245851690742753080 86.jpg added by David Comer on 05/23/2023 09:26:16

*** Web - Advice created on 05/23/2023 10:52:45 and created by Adam Kazarian ***
<For Internal Use Only
One gap in service history, but radiator had been replaced for overheating back at 25k per history.>

*** Web - Advice created on 05/23/2023 11:07:02 and created by Adam Kazarian ***
1: Thank you for the reply David,

I wanted to make sure service was in order, CP history does help fill the gaps.

At this point we need to see which head has the blown head gasket remove the cylinder head and check the block and head for warping, cracks, or damage. If the cylinders are completely full of coolant and you think it is likely that they may have bent a rod or caused bottom end damage or there is other bottom end damage please advise. If the head is warped and the block is not the head needs to be replaced.

*** 06/02/2023 07:45:41 ***
Web - Note created on 06/02/2023 07:45:40 and created by David Comer
Adam, havent had the chance to remove the heads, been very busy. Plan on doing it next week. Thanks

*** Web - Advice created on 06/02/2023 07:59:48 and created by Adam Kazarian ***
1: Thank you for the update.

*** 06/15/2023 06:57:02 ***
Web - Note created on 06/15/2023 06:57:02 and created by David Comer
Hi Adam. I have removed the and inspected the cylinder heads. Bank 1 head gasket has failed. Cylinder head warpage is .005"/.127mm. Bank 2 head gasket is intact but cylinder head warpage is outside of specification at .003"/..076mm. There was some coolant in Bank 1, cylinder 5 but it may have leaked into cylinder during head removal. Thank you.

*** 06/15/2023 06:57:04 ***
20230615_075936.jpg added by David Comer on 06/15/2023 06:57:02

*** 06/15/2023 06:57:05 ***

20230615_081318.jpg added by David Comer on 06/15/2023 06:57:04

*** 06/15/2023 06:57:07 ***
20230615_075550.jpg added by David Comer on 06/15/2023 06:57:06

*** 06/15/2023 06:57:08 ***
20230615_075337.jpg added by David Comer on 06/15/2023 06:57:07

*** 06/15/2023 06:57:10 ***
20230615_083922.jpg added by David Comer on 06/15/2023 06:57:09

*** Web - Advice created on 06/15/2023 09:08:50 and created by Adam Kazarian ***
1: Thank you for the reply. Have we put a straight edge on the block to make sure we have no part warped, or cracks found visual?

If that checks out based on the information we are replacing one damaged head and two head gaskets. I do not think Kia offers loaded heads so anything not damaged can be transferred over and replace items as needed.

*** 06/15/2023 13:55:36 ***
Web - Note created on 06/15/2023 13:55:35 and created by David Comer
Adam, I inspected the block for cracks, none found. Checked deck for warpage using machinist straight edge. Bank 1: .003"/.076mm. Bank 2: .0025"/.064mm.

*** Web - Advice created on 06/15/2023 22:26:02 and created by Adam Kazarian ***
1: Thank you for the reply.

Please move forward with both headgasket replacement and head replacement. Replace any damage items as needed, and sublet any repairs to the head to a machine shop as needed as well.

If the repair cost exceeds $1500 please request DPSM authorization.

*** 06/21/2023 13:27:27 ***
Web - Note created on 06/21/2023 13:27:27 and created by David Comer
Hi Adam, I have ordered parts for this car, I will let you know how it turns out.

*** Web - Advice created on 06/22/2023 14:48:45 and created by Adam Kazarian ***
1: Thank you for the update.

*** Case has been auto closed by the system on 07/08/2023 01:19:24 (PST)
*** 07/13/2023 06:39:57 ***
Case Number: XXXXXXXX Reopen Requested by David Comer.
Reason: [During reassembly of bank 2 cylinder head with cams installed and caps torqued to specification intake camshaft is very difficult to rotate. Inspected camshaft and head, found scoring on camshaft and cylinder head.]

*** 07/13/2023 07:00:07 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/13/2023 07:02:04 and created by Adam Kazarian ***
1: Hello David,,

Case has been reopened. Was none of this damage found during disassembly? Please attach some clear photos on what you have found. Based on what you have found you will most likely need a new head and camshaft.

*** 07/13/2023 12:45:29 ***
Web - Note created on 07/13/2023 12:45:29 and created by David Comer
Hi Adam, I have attached the photos that you requested. I should have inspected this more thoroughly, I was more focused on the cause of the overheating. The other cams have very minor scoring, nothing that like banks intake cam. Thank you.

*** 07/13/2023 12:45:31 ***

20230713_142017.jpg added by David Comer on 07/13/2023 12:45:30

*** 07/13/2023 12:45:32 ***
20230713_142121.jpg added by David Comer on 07/13/2023 12:45:31

*** 07/13/2023 12:45:33 ***
20230713_142023.jpg added by David Comer on 07/13/2023 12:45:32

*** 07/13/2023 12:45:34 ***
20230713_142144.jpg added by David Comer on 07/13/2023 12:45:33

*** 07/13/2023 12:45:36 ***
20230713_141951.jpg added by David Comer on 07/13/2023 12:45:35

*** 07/13/2023 12:45:38 ***
20230713_141725.jpg added by David Comer on 07/13/2023 12:45:37

*** 07/13/2023 12:45:39 ***
20230713_141716.jpg added by David Comer on 07/13/2023 12:45:38

*** Web - Advice created on 07/17/2023 09:07:06 and created by Adam Kazarian ***
1: Hello David,

Based on the information please replace the camshaft, CVVT, and I believe new cam caps only come with a new head so that will be required as well.

If the repair cost exceeds $1500 please request DPSM authorization.

*** 07/20/2023 10:19:22 ***
Web - Note created on 07/20/2023 10:19:21 and created by David Comer
Thanks Adam, I have ordered the parts that you suggested

*** Web - Advice created on 07/22/2023 07:17:19 and created by Adam Kazarian ***
<For Internal Use Only
Tech advised.>

*** Case has been auto closed by the system on 08/07/2023 01:08:45 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 93,195

Prod Date: 09/30/2013 **Warranty Start Date:** 04/15/2014

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123 **FAX:** 3077750125

Contact: Glen Porter **Contact Title:** Maintenance Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 05/18/2023 09:16:13 ***
Contact = Glen Porter, Priority = Standard, Sub Status = Dispatched

*** 05/18/2023 09:16:13 ***
Web - Problem Description created on 05/18/2023 09:06:26 and created by Glen Porter
Customer states vehicle overheating/coolant leak.

*** 05/18/2023 09:16:13 ***
Web - Diagnostics created on 05/18/2023 09:06:26 and created by Glen Porter
Verified customer concern, coolant overflow tank is over filled. Coolant level in the radiator is low. When engine is running both upper and lower radiator hoses become rock hard. Relieved cooling system pressure and started vehicle with the radiator cap off. With the engine running bubbles are present in the cooling system. Suspected head gasket/head bolt issue. Gained access to the head bolts to verify they are not stripped or loose. Found loose head bolt on bank 2. Video is attached showing mileage/VIN and the loose head bolt.

*** 05/19/2023 07:28:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Repair Assistance

*** Web - Advice created on 05/19/2023 07:31:07 and created by Jay Jurado ***
1: Based on the information you have provided; you are authorized to replace the engine following normal engine replacement procedures. Please refer to PS539 for Engine Component Re-use Guidelines.

*** 05/19/2023 07:31:54 ***
PWA Case created for RA Case 15531499 by Jay Jurado

*** 05/19/2023 07:31:54 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,642

Prod Date: 03/27/2013 **Warranty Start Date:** 06/29/2013

Dealer/Contact Data:

Dealer: WV013 Cole Kia

Phone: 3043270511 **FAX:** 3043258699

Contact: Gregory Pettrey **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # Stripped Head bolt Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 05/11/2023 17:33:30 ***
Contact = Gregory Pettrey, Priority = Standard, Sub Status = Dispatched

*** 05/11/2023 17:33:30 ***
Web - Problem Description created on 05/11/2023 17:33:30 and created by Gregory Pettrey
Customer states vehicle is leaking engine coolant.

*** 05/11/2023 17:33:31 ***
Web - Diagnostics created on 05/11/2023 17:33:30 and created by Gregory Pettrey
I have found coolant leaking from front head gasket on lower corner towards transmission. Have had other experiences where head bolts pull threads in cylinder block. Have you heard of this on this engine and what is repair for this issue? Is their and tsb or campaign related to this problem?

*** 05/12/2023 11:19:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/12/2023 11:23:29 and created by Martin Lopez ***
1: Hello Gregory,

There have been similar cases of this condition.
But first need some documentation.

- Provide pictures of the leaks found around the cylinder heads.

- Please also perform a block test and note if the fluid changes color.

Thank you.

*** 05/12/2023 13:06:31 ***
Web - Note created on 05/12/2023 13:06:31 and created by Gregory Pettrey

Here is picture of leak and block test fluid did not change color

*** 05/12/2023 13:07:10 ***
Web - Note created on 05/12/2023 13:07:09 and created by Gregory Pettrey
Here is picture of leak and block test fluid did not change color

*** 05/12/2023 13:07:13 ***
IMG_3511.JPG added by Gregory Pettrey on 05/12/2023 13:07:11

*** 05/12/2023 13:07:17 ***
IMG_3510.JPG added by Gregory Pettrey on 05/12/2023 13:07:15

*** Web - Advice created on 05/12/2023 13:43:13 and created by Martin Lopez ***
1: Thanks.

Kind of looks like the water outlet could be also leaking.

Perform a coolant pressure test just to rule out that possibility and check for leaks and source.

Thank you.

*** 05/13/2023 02:47:50 ***
Web - Note created on 05/13/2023 02:47:50 and created by Gregory Pettrey
I have and can see coolant bubbling from out from between head and block.

*** Web - Advice created on 05/15/2023 07:33:48 and created by Martin Lopez ***
1: Thanks.

Based on this information, the cylinder head or heads will need to be removed for inspection,
>>>BUT FIRST;<<<<
There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 05/19/2023 10:37:38 ***
Web - Note created on 05/19/2023 10:37:37 and created by Gregory Pettrey
heads are ok but when removing head pulled threads from front rear bank lower bolt were it was leaking. see photo

*** 05/19/2023 10:37:40 ***
IMG_3537.JPG added by Gregory Pettrey on 05/19/2023 10:37:39

*** Web - Advice created on 05/19/2023 10:47:44 and created by Martin Lopez ***
1: Thanks.

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 05/19/2023 10:47:57 ***
PWA Case created for RA Case 15516702 by Martin Lopez

*** 05/19/2023 10:47:57 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 05/19/2023 13:29:51 ***
Case Number: XXXXXXXX Reopen Requested by Gregory Pettrey.

Reason: [I have checked with my parts department and they stated that short block is on back order and long block not avaible. please advise]

*** 05/19/2023 13:40:16 ***
Reopen Denied by Martin Lopez
Reason: You can your parts department put the order on an UPPER. Whichever is available first is what you will use.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,664

Prod Date: 05/09/2013 **Warranty Start Date:** 07/02/2013

Dealer/Contact Data:

Dealer: KY015 Don Franklin Somerset Kia

Phone: 6066791177 **FAX:** 6064513436

Contact: anthony clark **Contact Title:** Exclusive Kia Technician **Service District:** CE03

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/08/2023 05:58:04 ***
Contact = anthony clark, Priority = Standard, Sub Status = Dispatched

*** 06/08/2023 05:58:04 ***
Web - Problem Description created on 06/08/2023 05:58:04 and created by anthony clark
customer states crank no start with oil leak

*** 06/08/2023 05:58:05 ***
Web - Diagnostics created on 06/08/2023 05:58:05 and created by anthony clark
found engine to have no compression and coolant resivoir full of oil and radiator caked in oil resuide also have oil and coolant running down from back of both heads found in similer engijnes with soft blocks and blwon head gasket recommed engine replacement

*** 06/08/2023 15:45:24 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/08/2023 16:15:03 and created by Jeffrey Minderhoud ***
1: Please attach pictures of the oil and coolant leaks. Thank you.

*** Web - Advice created on 06/08/2023 16:16:35 and created by Jeffrey Minderhoud ***
1: There are some gaps larger than 7,500 miles apart in the oil change history. We will need the Customers oil change maintenance receipts. Please also run a Carfax report and to see if the Customer has any other maintenance receipts on the report if the Customer cannot locate all of them. Then at that point, please get all the (LOF only receipts) Then attach the receipts in chronological order for review. Advise what LOF's are missing. Scanning them in is recommended.

If the customer can not provide any additional oil change records please get customer authorization and remove the valve cover to record a short video of the valve train condition and the under side of the valve cover, make sure to include the VIN on the vehicle in the video and attach the file to this case. Thank you.
2: One valve cover is enough since its v6 if we go that route. Thank you.

*** Service Alert Escalated to CA as: 15583605 on 06/09/2023 01:05:04 (PST)

*** Dispatched to Queue Service Alert / Techline on 06/09/2023 01:05:11 (PST)

*** 06/09/2023 06:18:53 ***
Web - Note created on 06/09/2023 06:18:53 and created by anthony clark
Added waiting on servicerecords

*** 06/09/2023 06:19:07 ***
20230609_091257.mp4 added by anthony clark on 06/09/2023 06:18:53

*** 06/09/2023 06:19:08 ***
20230609_082334.jpg added by anthony clark on 06/09/2023 06:19:08

*** 06/09/2023 06:57:26 ***
20230609_082416.jpg added by anthony clark on 06/09/2023 06:57:26

*** 06/09/2023 06:57:27 ***
20230609_082206.jpg added by anthony clark on 06/09/2023 06:57:27

*** 06/09/2023 06:57:28 ***
20230609_082218.jpg added by anthony clark on 06/09/2023 06:57:28

*** 06/12/2023 05:10:47 ***
Web - Note created on 06/12/2023 05:10:47 and created by Danis Combs
attached maint records and car fax

*** 06/12/2023 05:10:53 ***
6060641.pdf added by Danis Combs on 06/12/2023 05:10:48

*** Web - Advice created on 06/13/2023 08:29:42 and created by Jeffrey Minderhoud ***
1: Thank you. I see the valve train is clean with no sludge.
2: We will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Record a short video of the attempt to torque the bolts or the stripped threads. Make sure to show the valve train condition so we can see if there is any sludge present and get the vin on the vehicle in the video and attach to the case. Thank you.

*** 06/14/2023 07:31:27 ***
Web - Note created on 06/14/2023 07:31:27 and created by anthony clark
Added

*** 06/14/2023 07:31:55 ***
20230614_101041.mp4 added by anthony clark on 06/14/2023 07:31:28

*** 06/15/2023 07:06:07 ***
Web - Note created on 06/15/2023 07:06:07 and created by anthony clark
Update

*** Web - Advice created on 06/15/2023 15:41:01 and created by Martin Lopez ***
1: Thank you Anthony,

Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083. Inspect the cylinder heads for flatness. If found wrapped, please also replace and note down on the repair order.

*** 06/15/2023 15:41:09 ***
Allow Auto PWA Case checked on 6/15/2023 15:41:9 and checked by Martin Lopez

*** 06/15/2023 15:41:17 ***
PWA Case created for RA Case 15580552 by Martin Lopez

*** 06/15/2023 15:41:17 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 91,082

Prod Date: 09/12/2013 **Warranty Start Date:** 02/16/2014

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 **FAX:** 7607463966

Contact: SALVADOR ALVAREZ **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/19/2023 12:00:38 ***
Contact = SALVADOR ALVAREZ, Priority = Standard, Sub Status = Dispatched

*** 06/19/2023 12:00:39 ***
Engine Diagnosis updated on 6/19/2023 12:0:39 and updated by Siebel eSupport

*** 06/19/2023 12:00:39 ***
Web - Problem Description created on 06/19/2023 12:00:39 and created by SALVADOR ALVAREZ
CUSTOMER STATES TOOK TO THIRD PARTY SHOP GOT TOLD POSSIBLE HEAD GASKET CUSTOMER STATES VEHICLE HAS TO BE DRIVEN 10-15 MILES FOR THIS TO HAPPEN
CHECK AND ADVISE. WHEN THE VEHICLE IS OVERHEATING THERE IS A LOUD BUBBLING SOUND COMING FROM THE ENGINE BAY

*** 06/19/2023 12:00:39 ***
Web - Diagnostics created on 06/19/2023 12:00:39 and created by SALVADOR ALVAREZ
STARTED VEHICLE FOUND VEHICLE RUNNING ROUGH CHECKED COOLANT LEVEL FOUND COOLANT RESERVOIR LOW PERFORMED COOLANT PRESSURE TEST NO LEAKS FOUND ALSO PERFORMED ENGINE BLOCK TEST FAILED TEST FOUND BOTH CYLINDER HEADS LEAKING IVE SENT A VIDEO AND THE CARFAX I KNOW THE HEAD BOLTS STRIP OUT OF CYLINDER HEAD BEFORE I TAKE IT APART WANT TO KNOW ID WITH WILL BE COVERED

*** 06/19/2023 12:00:42 ***
CCF_000838.pdf added by SALVADOR ALVAREZ on 06/19/2023 12:00:40

*** 06/19/2023 12:01:15 ***
IMG_3479.MOV added by SALVADOR ALVAREZ on 06/19/2023 12:00:42

*** 06/19/2023 12:59:27 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/19/2023 13:02:20 and created by Frank Lusic ***

1: Hello Salvador
Tech line does not normally determine warranty but I am seeing that the PT warranty is still valid,

2: Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** 06/26/2023 13:21:29 ***
Web - Note created on 06/26/2023 13:21:29 and created by SALVADOR ALVAREZ
I REMOVED THE CAMS AND ONE OF THE BOLTS WAS LOOSE AND WOULD NOT RETORQUE CAME OUT WITH THREADS SENT VIDEO

*** 06/26/2023 13:21:44 ***
IMG_3497.MOV added by SALVADOR ALVAREZ on 06/26/2023 13:21:30

*** Web - Advice created on 06/26/2023 14:06:42 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 06/26/2023 14:06:48 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 06/26/2023 14:06:49 ***
PWA has been authorized by Frank Lusic

*** 06/26/2023 14:06:50 ***
Case closed by Frank Lusic with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,256

Prod Date: 05/18/2013 **Warranty Start Date:** 08/14/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Isaiah Mullings **Contact Title:** Dual Technician **Service District:** WE02

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 06/15/2023 12:13:57 ***
Contact = Isaiah Mullings, Priority = Standard, Sub Status = Dispatched

*** 06/15/2023 12:13:57 ***
Web - Problem Description created on 06/15/2023 12:13:57 and created by Isaiah Mullings
Vehicle was towed in, coolant was overflowing out of reservoir.

*** 06/15/2023 12:13:57 ***
Web - Diagnostics created on 06/15/2023 12:13:57 and created by Isaiah Mullings
Engine bay was inspected, contaminated oil and coolant was sitting on under cover. radiator filler cap was removed, and oil was found as well. Attempted to procced with a block test but when vehicle was warmed up oil/coolant kept flowing up from radiator filler cap.

*** 06/15/2023 13:01:05 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 06/15/2023 13:04:45 and created by Michael Longbehn ***
1: Hello Isaiah,

Please look under the vehicle for any signs of coolant leakage from the head gaskets. If there is any please attach a clear picture to the case for review.

Let me know when you have uploaded the video of the block test as well. Greatly appreciated.

*** 06/15/2023 14:08:05 ***
Web - Note created on 06/15/2023 14:08:05 and created by Isaiah Mullings
VEHICLE WAS LIFTED AND PICTURES OF LEAKAGE ARE ATTACHED BELOW. VIDEO OF BLOCK TEST WAS SENT ASWELL.

*** 06/15/2023 14:08:07 ***

IMG_7994.jpg added by Isaiah Mullings on 06/15/2023 14:08:06

*** 06/15/2023 14:08:19 ***
IMG_8002.MOV added by Isaiah Mullings on 06/15/2023 14:08:09

*** 06/15/2023 14:08:44 ***
IMG_8003.MOV added by Isaiah Mullings on 06/15/2023 14:08:20

*** Web - Advice created on 06/15/2023 14:41:52 and created by Michael Longbehn ***
1: Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the OCV'S. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 06/26/2023 10:17:45 ***
Web - Note created on 06/26/2023 10:17:45 and created by Isaiah Mullings
Video of head bolts being torqued down to 75 ft lbs attached below. 4 of the head bolts threads were stripped.

*** 06/26/2023 10:18:05 ***
IMG_8054.MOV added by Isaiah Mullings on 06/26/2023 10:17:46

*** Web - Advice created on 06/26/2023 10:43:44 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 06/26/2023 10:44:08 ***
PWA Case created for RA Case 15600499 by Michael Longbehn

*** 06/26/2023 10:44:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,090

Prod Date: 05/07/2014 **Warranty Start Date:** 03/31/2015

Dealer/Contact Data:

Dealer: FL062 Kia Autosport

Phone: 8504577772 **FAX:** 8504573054

Contact: Bruce Allen **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 06/26/2023 07:41:09 ***
Contact = Bruce Allen, Priority = Standard, Sub Status = Dispatched

*** 06/26/2023 07:41:10 ***
Web - Problem Description created on 06/26/2023 07:37:57 and created by Bruce Allen
CUSTOMER STATS WHILE DRIVING COULD SEE STEAM COMING FROM UNDER HOOD

*** 06/26/2023 07:41:10 ***
Web - Diagnostics created on 06/26/2023 07:37:57 and created by Bruce Allen
FOUND THAT THERE WAS NO COOLANT IN RES. WITH AFTER MARKET RADIATOR CAP PREFORMED A BLOCK TEST CONFIRMED COMBUSTION LEAK VID UPLOADED SHORTLY

*** 06/26/2023 07:49:12 ***
VID_20230626_091157566.mp4 added by Bruce Allen on 06/26/2023 07:48:40

*** 06/26/2023 08:23:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 06/26/2023 08:26:25 and created by Frank Lusic ***
1: Hello Bruce
Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications Please report your findings

*** Service Alert Escalated to CA as: 15626816 on 06/27/2023 01:04:39 (PST)

*** Dispatched to Queue Service Alert / Techline on 06/27/2023 01:04:45 (PST)

*** 06/29/2023 08:33:17 ***
Web - Note created on 06/29/2023 08:33:17 and created by Bruce Allen
preformed advice found head bolt in bank two to have been loose wile attempting to torc to spec block threads did not hold recommend block heads are to be sent out for checking.

*** Web - Advice created on 06/29/2023 09:01:05 and created by Frank Lusic ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 06/29/2023 09:01:23 ***
PWA Case created for RA Case 15624113 by Frank Lusic

*** 06/29/2023 09:01:23 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,960

Prod Date: 07/16/2019 **Warranty Start Date:** 08/21/2019

Dealer/Contact Data:

Dealer: FL141 Jenkins Kia of Gainesville

Phone: 3523715801 **FAX:** 3522253052

Contact: ANDREW SIMMONS **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: needs tear down approval

Case History

*** 06/30/2023 14:16:15 ***
Engine Diagnosis updated on 6/30/2023 14:16:15 and updated by Siebel eSupport

*** 06/30/2023 14:24:42 ***
Contact = ANDREW SIMMONS, Priority = Standard, Sub Status = Dispatched

*** 06/30/2023 14:24:42 ***
Web - Problem Description created on 06/30/2023 14:16:15 and created by ANDREW SIMMONS
customer states after driving veh home from purchase, cluster displayed an overheating code and began to rise in coolant temp.

*** 06/30/2023 14:24:43 ***
Web - Diagnostics created on 06/30/2023 14:16:15 and created by ANDREW SIMMONS
was able to duplicate concern of veh overheating. let engine idle in stall for approx 30min before air was seen bubbling in the coolant reservoir and veh started to overheat. initially tried bleeding system but noted the a/c (settings set on max heat) was blowing cold at all times and air was visually seen causing bubbles in the coolant reservoir. performed leak down test and confirmed head gasket failure- with regulated pressure, air was heard coming from the coolant tank reservoir. searched history cases and found previous case indicating the same type of failures. customer at that time traded out of veh so diagnosis was cut short.

*** 07/01/2023 08:24:32 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/01/2023 08:27:55 and created by Greg Phillips ***
1: Andrew, based on your diag so far it has a blown head gasket. You jumped right to asking for an engine. Why does it need an engine? Fill in the gap, what has failed other than the head gasket? Have you found cracks with a borescope? Is there oil and coolant mixing severely? Are there pulled head bolt threads from the block?

*** 07/06/2023 08:14:39 ***
Case Closed with Resolution Code: Faulty Component

Resolution Summary: needs tear down approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,609

Prod Date: 04/01/2014 **Warranty Start Date:** 05/09/2014

Dealer/Contact Data:

Dealer: GA073 Ed Voyles Kia

Phone: 7709522621 **FAX:** 7707015528

Contact: Anthony Price **Contact Title:** Shop Foreman **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 06/08/2023 07:01:52 ***
Contact = Anthony Price, Priority = Standard, Sub Status = Dispatched

*** 06/08/2023 07:01:52 ***
Web - Problem Description created on 06/08/2023 06:59:51 and created by Anthony Price
[CUSTOMER STATES PLEASE CHECK THE ENGINE... CUSTOMER STATES THE VEHICLE BEGANE TO SMOKE AND SPEW COOLANT. DIAG AND ADVISE.

*** 06/08/2023 07:01:52 ***
Web - Diagnostics created on 06/08/2023 06:59:52 and created by Anthony Price
found head gasket leaking oil into cooling system excessively. attempted to remove head and threads came out with bolt. engine will need to be replaced

*** 06/08/2023 15:56:02 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 06/08/2023 15:56:26 and created by Michael Longbehn ***
1: Hello Anthony,

Reviewing case notes.

*** Web - Advice created on 06/08/2023 16:00:25 and created by Michael Longbehn ***
1: Please upload a photo of the stripped-out threads to the case for review. Thanks.

*** Service Alert Escalated to CA as: 15583618 on 06/09/2023 01:05:04 (PST)

*** Dispatched to Queue Service Alert / Techline on 06/09/2023 01:05:11 (PST)

*** Case has been auto closed by the system on 06/24/2023 01:12:48 (PST)
*** 07/08/2023 05:48:08 ***
Case Number: XXXXXXXX Reopen Requested by Anthony
Price. Reason: [this one slipped through the cracks sorry]

*** 07/08/2023 05:50:16 ***
Reopened with Sub Status of Working

*** 07/08/2023 06:49:01 ***
Web - Note created on 07/08/2023 06:49:01 and created by Anthony Price
added

*** 07/08/2023 06:49:04 ***
20230708_084234.jpg added by Anthony Price on 07/08/2023 06:49:02

*** Web - Advice created on 07/08/2023 07:33:40 and created by Tony Thomas ***
1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.
2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 07/08/2023 07:33:56 ***
PWA Case created for RA Case 15580742 by Tony Thomas

*** 07/08/2023 07:33:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,985

Prod Date: 09/23/2014 **Warranty Start Date:** 12/13/2014

Dealer/Contact Data:

Dealer: NE004 Kia of Grand Island

Phone: 3083841700 **FAX:** 3083846547

Contact: Miguel Rodriguez **Contact Title:** Exclusive Kia Technician **Service District:** CE10

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolts

Symptom: Parts **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Was recommended to

Case History

*** 07/17/2023 06:55:37 ***
Contact = Miguel Rodriguez, Priority = Standard, Sub Status = Dispatched

*** 07/17/2023 06:55:38 ***
Web - Problem Description created on 07/17/2023 06:55:38 and created by Miguel Rodriguez
Customer states running through coolant, when vehicle is hot and cap off of radiator bubbles can be seen

*** 07/17/2023 06:55:38 ***
Web - Diagnostics created on 07/17/2023 06:55:38 and created by Miguel Rodriguez
Verified concern, found exhaust gasses when testing coolant discoloration was also found, during inspection found there to be coolant leak seemed to be originating from head as can be seen going down head gasket, got pwa to perform tear down and inspection, when access made used 3/8 ratchet intake side of rear head all good with only 1 on exhaust found good 3 out of 4 found to easily back out with no effort done, was informed these head bolts are known for stripping in block as such creating techline case as to see were to continue, should new head bolts be installed or block replacement recommended

*** 07/17/2023 07:28:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/17/2023 07:30:53 and created by Adam Kazarian ***
1: Hello Miguel,

If the vehicle was under warranty we would advise new short block replacement, with new head bolts ordered. I would not advise to chance it with trying to have the block treads repaired on the vehicle due to labor involved and no way of confirming it will be trouble free.

*** Service Alert Escalated to CA as: 15675932 on 07/18/2023 01:04:51 (PST)

*** Dispatched to Queue Service Alert / Techline on 07/18/2023 01:04:58 (PST)

*** 07/19/2023 08:57:24 ***
Web - Note created on 07/19/2023 08:57:24 and created by Miguel Rodriguez
sorry for not being able to respond, engine block threads not found damaged 3 head bolts were found not properly tightened (they backed out), have yet to remove anything only verified the backing out of head bolts as coolant leak was found originating from that area, would short block replacement still be recommended?

*** 07/19/2023 09:15:36 ***
Web - Note created on 07/19/2023 09:15:36 and created by Miguel Rodriguez
just not sure whether head removal and inspection bolts replacement or engine replacement would be recommended

*** 07/19/2023 13:52:59 ***
Case Closed with Resolution Code: Broken/Cracked/Etc.
Resolution Summary: Was recommended to replaced using small block

*** 11/06/2023 08:29:40 ***
Case Number: XXXXXXXX Reopen Requested by Miguel Rodriguez.
Reason: [Replacement has been done as required, however this case dose not have a clam number, requesting re-open to see if i can get one]

*** 11/06/2023 08:55:24 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/06/2023 08:58:22 and created by Adam Kazarian ***

Advice 1: Hello Miguel,

Vehicle does not show to have active warranty. As I stated in my prior notice if the vehicle had warranty, we would advise replacement. This is a customer pay concern, Customer listed is not the original owner, and vehicle is out on time for PT.

*** 11/09/2023 07:51:24 ***
Web - Note created on 11/09/2023 07:51:24 and created by Miguel Rodriguez
Vehicle had warranty, the person that checked it in was not the original owner was the daughter, everything checked out good had powertrain

*** 11/09/2023 07:51:40 ***
Web - Note created on 11/09/2023 07:51:40 and created by Miguel Rodriguez
Everything had also been double checked by dpsm

*** 11/09/2023 07:53:02 ***
Web - Note created on 11/09/2023 07:53:02 and created by Miguel Rodriguez
was informed by warranty, techline case has to be attached to case/ticket not sure what is needed for that to be done so we can proceed

*** Web - Advice created on 11/09/2023 23:33:32 and created by Adam Kazarian ***

Advice 1: May you please provide the current RO front and back.
Also please attach the current vehicle registration. So I may confirm ownership to be in process of name correction on the case.

*** 11/10/2023 07:14:53 ***
20231110_091034.jpg added by Miguel Rodriguez on 11/10/2023 07:14:52

*** 11/10/2023 07:14:54 ***
20231110_091044.jpg added by Miguel Rodriguez on 11/10/2023 07:14:54

*** 11/10/2023 07:14:55 ***
20231110_091052.jpg added by Miguel Rodriguez on 11/10/2023 07:14:55

*** 11/10/2023 07:14:57 ***
20231110_091059.jpg added by Miguel Rodriguez on 11/10/2023 07:14:56

*** 11/10/2023 07:14:58 ***
20231110_091105.jpg added by Miguel Rodriguez on 11/10/2023 07:14:57

*** Web - Advice created on 11/10/2023 14:56:58 and created by Adam Kazarian ***

Advice 1: Hello Miguel,

A handwritten post it note over the customer's name on the RO is not acceptable form of RO correction. Please have your advisor correct the RO name correctly. These are legal documents.

Current vehicle registration is still needed as well.

*** Case has been auto closed by the system on 11/26/2023 01:09:44 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,492

Prod Date: 01/27/2014 **Warranty Start Date:** 09/02/2014

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Aaron Freeman **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 07/12/2023 09:56:44 ***
Contact = Aaron Freeman, Priority = Standard, Sub Status = Dispatched

*** 07/12/2023 09:56:44 ***
Web - Problem Description created on 07/12/2023 09:28:58 and created by Aaron Freeman
Customer states vehicle is overheating and coolant leaking into oil.

*** 07/12/2023 09:56:44 ***
Web - Diagnostics created on 07/12/2023 09:38:53 and created by Aaron Freeman
Vehicle came in there is no oil on the dipstick, there is oil in the cooling system reservoir, the radiator cap was removed and noted the inside of the radiator appears melted. 2qts of oil was drained from the engine and there is oil leaking from the pressure switch. The coolant reservoir seems to have been pressurized causing coolant/oil mixture to be sprayed along the passenger frame rail of the vehicle. I am thinking the head bolts pulled the threads out of the block allowing the coolant and oil to mix due to the clamping pressure failure on the head gasket.

*** 07/12/2023 10:13:47 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 07/12/2023 10:16:13 and created by Martin Lopez ***
1: Hello Aaron,

- Thanks for the information.

Based on the information, please check for loose head bolts. Based on alike situations, the head bolts may pull loose from the block.
Please note which head bolts are loose and attempt to re-torque the head bolts to see if any bolts hold. If you find any damage, please provide a video with VIN of the stripped threads and photos.
Thanks.

*** 07/17/2023 13:41:31 ***
Web - Note created on 07/17/2023 13:41:31 and created by Aaron Freeman
Inspected and found the top corner bolt furthest away from the timing chain on the front cylinder head has pulled the threads in the block. It spins freely and when removed has the block threads still on it.

*** 07/17/2023 13:43:21 ***
20230717_151825.jpg added by Aaron Freeman on 07/17/2023 13:43:20

*** 07/17/2023 13:43:24 ***
20230717_153728.mp4 added by Aaron Freeman on 07/17/2023 13:43:21

*** Web - Advice created on 07/17/2023 13:55:04 and created by Martin Lopez ***
1: Thank you.

- Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 07/17/2023 13:55:11 ***
Allow Auto PWA Case checked on 7/17/2023 13:55:11 and checked by Martin Lopez

*** 07/17/2023 13:55:18 ***
PWA Case created for RA Case 15663020 by Martin Lopez

*** 07/17/2023 13:55:18 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,685

Prod Date: 12/12/2013 **Warranty Start Date:** 04/10/2014

Dealer/Contact Data:

Dealer: VA068 Ourisman Kia of Fairfax

Phone: 7039348877 **FAX:** 7039348878

Contact: Marcus Mcfarlane **Contact Title:** Maintenance Technician **Service District:** SO11

Case Details:

Case Title: Fluid Leak - Engine oil # Oil in Coolant Case for Warranty Authorization

Symptom: General Info **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 05/17/2023 10:18:49 ***
Contact = Aubrey Dawkins JR, Priority = Standard, Sub Status = Dispatched

*** 05/17/2023 10:18:49 ***
Web - Problem Description created on 05/15/2023 12:40:33 and created by Aubrey Dawkins JR
OIL IN ENGINE COOLANT.

*** 05/17/2023 10:18:49 ***
Web - Diagnostics created on 05/15/2023 12:40:33 and created by Aubrey Dawkins JR
PEFORM BLOCK TEST (FAILED), WENT FROM BLUE COIOR TO YELLOW COLOR. SCAN FOR CODES IN ALL MODULE, NO ACTIVE CODES, HISTORY CODES AIR BAG, ESC. VDN: B28VAVA0682305130251, SAVE IN TAB# 2. PRESSURE TEST COOLANT SYSTEM (NO EXTERNAL COOLANT LEAKS OR STAINS). DRIAN ENGINE OIL (NO COOLANT MIX IN OIL). DRAIN COOLANT IN PAN TO INSPECT (COOLANT HAS VERY LITTEL OIL IN COOLANT, I WILL SEND YOU A PICTURE). REMOVE SPARK PLUGS, I WILL SEND YOU A PICTURE, PLEASE LOOK AT CYLINDE R #3 AND #4. PRESSURE TEST COOLANT SYSTEM AGIAN FOR AN HOUR, NO PUDDLING INSIDE CYLINDERS, SO I LEFT THE PRESSURE ON SAT NIGHT TO MONDAY MORING (NO PUDD

*** 05/17/2023 11:04:32 ***
Web - Note created on 05/17/2023 11:04:32 and created by Aubrey Dawkins JR
Sent video

*** 05/17/2023 11:06:17 ***
20230517_133634.mp4 added by Aubrey Dawkins JR on 05/17/2023 11:04:34

*** 05/17/2023 11:06:37 ***
Web - Note created on 05/17/2023 11:06:37 and created by Aubrey Dawkins JR
Sent video

*** Service Alert Escalated to CA as: 15530368 on 05/18/2023 01:04:39 (PST)

*** Dispatched to Queue Service Alert / Techline on 05/18/2023 01:04:43 (PST)

*** 05/18/2023 07:56:14 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin PWA cases

*** Web - Advice created on 05/18/2023 08:09:43 and created by Juan Vazquez ***
1: Thank you for the information and video. Need the following.
- Attach a copy of current repair order, front and back, need to see technician notes documenting findings.
- Remove engine oil dipstick and attach a clear photo showing current oil level and condition, looking for coolant or moisture.
- Check transmission fluid level, looking for coolant contamination. If not overfilled, drain some fluid for inspection.
- Attach a short video showing VIN, odometer and technician performing block check, need to see chemical change color.
- Is this vehicle overheating? What is the customers concern?

*** 05/19/2023 06:07:38 ***
1684501325211565866673967393109 5.jpg added by Aubrey Dawkins JR on 05/19/2023 06:07:37

*** Web - Advice created on 05/19/2023 06:13:38 and created by Juan Vazquez ***
1: Dawkins, in order to help you, you need to respond to every question, not only with attachments, but using the keyboard to provide answers too.

*** 05/19/2023 09:45:39 ***
Web - Note created on 05/19/2023 09:45:38 and created by Aubrey Dawkins JR
That's right trying to the video, I will sent you message when I'm do

*** Web - Advice created on 05/19/2023 09:49:14 and created by Juan Vazquez ***
1: Thank you

*** 05/19/2023 14:58:50 ***
20230519_121232.mp4 added by Aubrey Dawkins JR on 05/19/2023 14:56:24

*** 05/19/2023 15:14:04 ***
Web - Note created on 05/19/2023 15:14:04 and created by Aubrey Dawkins JR
Sent video and pictures

*** 05/19/2023 15:14:07 ***
1684534158372485755790037463681 3.jpg added by Aubrey Dawkins JR on 05/19/2023 15:14:05

*** 05/19/2023 15:14:08 ***
1684534195798832859203402828948 3.jpg added by Aubrey Dawkins JR on 05/19/2023 15:14:07

*** 05/19/2023 15:14:10 ***
1684534256056336425435146214316 8.jpg added by Aubrey Dawkins JR on 05/19/2023 15:14:08

*** 05/19/2023 15:16:23 ***
Web - Note created on 05/19/2023 15:16:23 and created by Aubrey Dawkins JR
Please see my notes on back of ticket near the bottom

*** Web - Advice created on 05/22/2023 05:20:29 and created by Juan Vazquez ***
1: Thank you for the information and attachments. Based on information provided, I recommend removing the heads for gasket and head inspection and relacing the transmission warmer.
We will need to tear down the engine. Please remove the camshafts and try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose.

If unable to torque the head bolts because they are striped. Please remove stripped bolts and attach photos showing block aluminum treads on the bolt(s), then I will approve a PWA case for the short block replacement, thank you.

*** Case has been auto closed by the system on 06/07/2023 01:13:11 (PST)
*** 07/10/2023 14:27:12 ***
Case Number: XXXXXXXX Reopen Requested by Marcus Mcfarlane.
Reason: [HAVE ADDITIONAL INFORMATION]

*** 07/11/2023 08:45:16 ***
Reopened with Sub Status of Working

*** 07/17/2023 16:56:03 ***
Web - Note created on 07/17/2023 16:56:03 and created by Aubrey Dawkins JR
NOTE TECHLINE WE DO HAVE STRIPPED BOLT WILL SEND VIDEO IN MORNING

*** 07/18/2023 05:02:02 ***
Web - Note created on 07/18/2023 05:02:02 and created by Marcus Mcfarlane
JUST UPLOADED 2 PICTURES THAT PERTIANS TO THE STRIPPED BOLTS

*** 07/18/2023 05:02:03 ***
IMG_3127.jpg added by Marcus Mcfarlane on 07/18/2023 05:02:03

*** 07/18/2023 05:02:04 ***
IMG_3128.jpg added by Marcus Mcfarlane on 07/18/2023 05:02:03

*** Web - Advice created on 07/18/2023 06:06:36 and created by Juan Vazquez ***
1: Thank you for the attachments. The attachments you have sent in is acceptable showing the cylinder block treads have come out and engine needs replacement.

I have generated and approved a PWA case for you. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

If the heads are not warped or damaged, I would recommend sending them out for pressure checking and a valve job.

If heads are warped or damaged, I would recommend a long block be used if available.

If there is no long block available and the heads are not reusable, they will need to be replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA(buckets) if applicable, so the valve clearance can be adjusted properly.

For GDI Engines handling and service procedures, please refer to service info and TSB ENG083. Thank you.

*** Web - Advice created on 07/18/2023 06:07:17 and created by Juan Vazquez ***
<For Internal Use Only
No Dtc - RO - Level - Block CleckFail - sblock
siebel ~ 80459>

*** 07/18/2023 06:07:38 ***
PWA Case created for RA Case 15522671 by Juan Vazquez

*** 07/18/2023 06:07:38 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,652

Prod Date: 05/07/2014 **Warranty Start Date:** 06/10/2014

Dealer/Contact Data:

Dealer: WV005 Dutch Miller Kia

Phone: 6813477925 **FAX:** 3046975748

Contact: jonathan Hollon **Contact Title:** Parts Specialist **Service District:** SO05

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 07/12/2023 06:53:39 ***
Contact = jonathan Hollon, Priority = Standard, Sub Status = Dispatched

*** 07/12/2023 06:53:41 ***
Web - Problem Description created on 07/12/2023 06:53:40 and created by jonathan Hollon
Engine coolant leaking

*** 07/12/2023 06:53:41 ***
Web - Diagnostics created on 07/12/2023 06:53:41 and created by jonathan Hollon
Checked for external leaks none found when checking the condition of the coolant it looked milky and reservoir was empty

*** 07/12/2023 07:47:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin My open cases

*** Web - Advice created on 07/12/2023 07:52:07 and created by Michael Longbehn ***
1: Good morning Jonathon,

Please upload photos of your findings to the case for review. Also, please perform a block test and upload photos of that to the case for review as well thanks.

*** Service Alert Escalated to CA as: 15665188 on 07/13/2023 01:04:42 (PST)

*** Dispatched to Queue Service Alert / Techline on 07/13/2023 01:04:48 (PST)

*** 07/24/2023 06:02:17 ***
Web - Note created on 07/24/2023 06:02:17 and created by jonathan Hollon
failed block test results attached

*** 07/24/2023 06:02:18 ***
IMG_4406.jpeg added by jonathan Hollon on 07/24/2023 06:02:18

*** Web - Advice created on 07/24/2023 08:57:20 and created by Michael Longbehn ***
1: Good morning Jonathan,

Thank you for the information. The mileage and the year of the vehicle show that this would be covered under warranty. We have seen some issues with the head gasket failures. We will need to R&R the cylinder heads. But first we need to check a few things.

We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the OCV'S. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 08/02/2023 05:55:23 ***
Web - Note created on 08/02/2023 05:55:23 and created by jonathan Hollon
Found stripped head Bolt video of not reaching proper torque provided in attachments

*** 08/02/2023 05:55:34 ***
20230727_130520.mp4 added by jonathan Hollon on 08/02/2023 05:55:23

*** Web - Advice created on 08/02/2023 09:08:47 and created by Michael Longbehn ***
1: Based on the information you have provided; I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you.

*** 08/02/2023 09:09:12 ***
PWA Case created for RA Case 15662271 by Michael Longbehn

*** 08/02/2023 09:09:12 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,575

Prod Date: 08/29/2014 **Warranty Start Date:** 01/17/2015

Dealer/Contact Data:

Dealer: GA075 Kia of Lagrange

Phone: 7062985024 **FAX:** 7062985036

Contact: Jeffrey Martin **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Fluid Leak - Engine oil # Case for Warranty Authorization

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** 07/28/2023 04:40:24 ***
Contact = Jeffrey Martin, Priority = Standard, Sub Status = Dispatched

*** 07/28/2023 04:40:26 ***
Web - Problem Description created on 07/28/2023 04:40:26 and created by Jeffrey Martin
Customer states that the engine is leaking oil.

*** 07/28/2023 04:40:26 ***
Web - Diagnostics created on 07/28/2023 04:40:26 and created by Jeffrey Martin
Found the head gasket is leaking in the valley. Down by the ocv valve. This vehicle has been to Several Kia dealerships. The other dealerships put a oil pressure switch in, but did not fix the concern. I will try to send pictures. I don't know if you will be able to see it but check it out.

*** 07/28/2023 04:40:28 ***
1690544280587367707925769531 3877.jpg added by Jeffrey Martin on 07/28/2023 04:40:27

*** 07/28/2023 04:42:41 ***
1690544447121594214506925675 6746.jpg added by Jeffrey Martin on 07/28/2023 04:42:40

*** 07/28/2023 05:48:33 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 07/28/2023 05:51:17 and created by Jerry Gossling ***
1: Jeffrey,
I am unable to see anything concern an oil leak in the pictures.
If you are sure this is from the head gasket than follow the provided information and when done provide the results.

Please access the cylinder head bolts and see if the bolts will retain 50 FT LBS of torque by using a torque wrench.
If an issue is found remove the head bolts and provide a picture
of the head bolt threads.

Thank you.

*** 08/02/2023 09:29:49 ***
Web - Note created on 08/02/2023 09:29:49 and created by Jeffrey Martin
The head bolt is stripped out and made you some videos. Check them out, but I hope you're having a good day.

*** 08/02/2023 09:30:02 ***
20230802_122119.mp4 added by Jeffrey Martin on 08/02/2023 09:29:50

*** 08/02/2023 09:30:03 ***
169099367414156643815972162917 43.jpg added by Jeffrey Martin on 08/02/2023 09:30:03

*** Web - Advice created on 08/02/2023 10:30:56 and created by Jerry Gossling ***
1: Jeffrey,
Thank you for the information.
Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.

If the cylinder heads are warped than they will also require replacement.
Thank you.

*** 08/02/2023 10:31:27 ***
PWA Case created for RA Case 15704682 by Jerry Gossling

*** 08/02/2023 10:31:28 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 82,079

Prod Date: 10/08/2013 **Warranty Start Date:** 02/21/2014

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Nghia Tran **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 08/10/2023 13:17:39 ***
Contact = Nghia Tran, Priority = Standard, Sub Status = Dispatched

*** 08/10/2023 13:17:39 ***
Web - Problem Description created on 08/10/2023 12:28:06 and created by Nghia Tran
Lost coolant,

*** 08/10/2023 13:17:39 ***
Web - Diagnostics created on 08/10/2023 12:28:06 and created by Nghia Tran
Check coolant level low pressure check at 15PSI slow drop ,check leakage found leaking external in bank 1 at #3 cylinder locate, video attach, may cause by loose or strip head bolts u

*** 08/10/2023 13:18:53 ***
20230810_130635.mp4 added by Nghia Tran on 08/10/2023 13:17:41

*** 08/10/2023 13:33:06 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 08/10/2023 13:39:53 and created by Martin Lopez ***
1: Hello Nghia,

- There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Service Alert Escalated to CA as: 15743130 on 08/11/2023 01:05:04 (PST)

*** Dispatched to Queue Service Alert / Techline on 08/11/2023 01:05:11 (PST)

*** 08/16/2023 08:09:10 ***
Web - Note created on 08/16/2023 08:09:10 and created by Nghia Tran
I did remove bank 1 exhaust cam try to tight down head bolts to test free sprin remove bolt thread came out with head bolts video attach, and head bolt picture attach

*** 08/16/2023 08:09:13 ***
16921979594095920052964813370841.jpg added by Nghia Tran on 08/16/2023 08:09:10

*** 08/16/2023 08:11:00 ***
Web - Note created on 08/16/2023 08:11:00 and created by Nghia Tran
I did remove bank 1 exhaust cam try to tight down head bolts to test free sprin remove bolt thread came out with head bolts video attach, and head bolt picture attach

*** 08/16/2023 08:12:03 ***
20230816_074711.mp4 added by Nghia Tran on 08/16/2023 08:09:13

*** 08/16/2023 08:12:57 ***
Web - Note created on 08/16/2023 08:12:56 and created by Nghia Tran
I did remove bank 1 exhaust cam try to tight down head bolts to test free sprin remove bolt thread came out with head bolts video attach, and head bolt picture attach

*** Web - Advice created on 08/16/2023 09:47:52 and created by Martin Lopez ***
1: Thank you.

- Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 08/16/2023 09:48:04 ***
PWA Case created for RA Case 15741807 by Martin Lopez

*** 08/16/2023 09:48:04 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 79,588

Prod Date: 10/01/2014 **Warranty Start Date:** 05/25/2015

Dealer/Contact Data:

Dealer: CO040 Foundation Kia

Phone: 3034210100 **FAX:** 3034631249

Contact: Chad Davis **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 08/23/2023 08:48:26 ***
Contact = Chad Davis, Priority = Standard, Sub Status = Dispatched

*** 08/23/2023 08:48:28 ***
Engine Diagnosis updated on 8/23/2023 8:48:28 and updated by Siebel eSupport

*** 08/23/2023 08:48:28 ***
Web - Problem Description created on 08/23/2023 08:48:28 and created by Chad Davis
Engine is overheating and using coolant

*** 08/23/2023 08:48:29 ***
Web - Diagnostics created on 08/23/2023 08:48:28 and created by Chad Davis
Performed block test, test failed. Removed valve cover and found head bolt stripped in block see attached videos

*** 08/23/2023 08:48:35 ***
20230822_162102.mp4 added by Chad Davis on 08/23/2023 08:48:29

*** 08/23/2023 08:48:59 ***
20230823_091847.mp4 added by Chad Davis on 08/23/2023 08:48:35

*** 08/23/2023 09:56:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/23/2023 09:57:31 and created by Frank Lusic ***
1: Hello Chad
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to Pitstop PS302 for the proper shipping procedures for
the return

*** 08/23/2023 09:57:39 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 08/23/2023 09:57:39 ***
PWA has been authorized by Frank Lusic

*** 08/23/2023 09:57:40 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,615

Prod Date: 09/18/2014 **Warranty Start Date:** 10/15/2014

Dealer/Contact Data:

Dealer: GA102 Matthews Kia of Cartersville

Phone: 7703868400 **FAX:** 7703861024

Contact: Hayden Quinn **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine - Smokes # Head Bolt Threads Case for Warranty Authorization

Symptom: Smoking **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 05/18/2023 12:25:15 ***
Contact = Hayden Quinn, Priority = Standard, Sub Status = Dispatched

*** 05/18/2023 12:25:16 ***
Web - Problem Description created on 05/18/2023 12:08:06 and created by Hayden Quinn
customer states vehicle started shaking and smoking

*** 05/18/2023 12:25:16 ***
Web - Diagnostics created on 05/18/2023 12:08:06 and created by Hayden Quinn
found once vehicle warms up, white smoke rolls out the exhaust smells like coolant. Block tested the system, test failed. Also found the back of the engine has oil where the block and head mate. anytime in the past ive seen this the head bolts are backed out and the bottom end is stripped.

*** 05/19/2023 10:33:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 05/19/2023 10:35:54 and created by Jeffrey Minderhoud ***
1: Is the warranty information correct? I do not see any powertrain warranty coverage on this vehicle.
<For Internal Use Only
SANDRA MAYFEILD cust name>

*** 05/19/2023 10:41:19 ***
Web - Note created on 05/19/2023 10:41:19 and created by Hayden Quinn
I had our warranty admin pull it again its showing Power train is available. I double checked the vin and the mileage entered to the case, it matches the RO information.

*** Web - Advice created on 05/22/2023 14:00:31 and created by Jeffrey Minderhoud ***
1: Please attach a printout of the warranty showing its got powertrain warranty and attach the current vehicle registration to the case.

*** 05/30/2023 05:20:08 ***
TAG_5XYXXXXXXXXXXXXXX.pdf added by Rita Barker on 05/30/2023 05:20:08

*** 05/30/2023 05:20:09 ***
CARFAX Vehicle History Report for this 2015 KIA SORENTO LX_ 5XYXXXXXXXXXXXXXX.pdf added by Rita Barker on 05/30/2023 05:20:08

*** 05/30/2023 05:22:30 ***
WarrantyCoverageDetail (9).pdf added by Rita Barker on 05/30/2023 05:22:30

*** 05/30/2023 05:28:59 ***
Web - Note created on 05/30/2023 05:28:59 and created by Rita Barker
Please see attached files.

*** Web - Advice created on 05/31/2023 14:00:02 and created by Jeffrey Minderhoud ***
1: The registration attached is expired. Please attach the current valid registration paperwork.

*** Case has been auto closed by the system on 06/16/2023 01:13:32 (PST)
*** 07/13/2023 06:43:03 ***
Case Number: XXXXXXXX Reopen Requested by Hayden
Quinn. Reason: [customer has brought in registration]

*** 07/13/2023 08:37:52 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/13/2023 08:38:05 and created by Jeffrey Minderhoud ***
1: Please attach document for review. Thank you.

*** 07/13/2023 09:34:43 ***
5XYXXXXXXXXXXXXXX_REGISTRATION.pdf added by Rita Barker on 07/13/2023 09:34:43

*** 07/13/2023 09:35:06 ***
Web - Note created on 07/13/2023 09:35:05 and created by Rita Barker
Please see attached file.

*** Web - Advice created on 07/13/2023 13:56:00 and created by Jeffrey Minderhoud ***
1: Thank you. Looks like the last name was just misspelled. We have updated the warranty information in this case.

2: We will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Record a short video of the attempt to torque the bolts or the stripped threads. Make sure to show the valve train condition so we can see if there is any sludge present and get the vin on the vehicle in the video and attach to the case. Thank you.

*** Case has been auto closed by the system on 07/29/2023 01:13:39 (PST)
*** 08/22/2023 07:58:57 ***
Case Number: XXXXXXXX Reopen Requested by Hayden Quinn.
Reason: [vehicle is torn down at this time, block stripped head bolt spin freely]

*** 08/22/2023 08:01:59 ***
Reopened with Sub Status of Working

*** Web - Advice created on 08/22/2023 08:03:16 and created by Jeffrey Minderhoud ***
1: Please attach a video of the head bolts spinning freely, get the vin on the vehicle in the video and attach it to the case. Thank you.

*** 08/22/2023 09:08:04 ***

20230822_112645.mp4 added by Hayden Quinn on 08/22/2023 09:07:15

*** 08/22/2023 09:13:02 ***
Web - Note created on 08/22/2023 09:13:01 and created by Hayden Quinn
Video attached

*** Web - Advice created on 08/23/2023 11:37:42 and created by Jeffrey Minderhoud ***
1: Thank you for the video showing the threads in the block are stripped for the head bolts. I didnt see any sludge in the engine either to indicate a lack of maintenance.
2: Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped, I would recommend sending them out for pressure checking and a valve job. If they are warped, I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA (buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleries as well.

*** 08/23/2023 11:38:04 ***
PWA Case created for RA Case 15532202 by Jeffrey Minderhoud

*** 08/23/2023 11:38:04 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 97,121

Prod Date: 12/03/2013 **Warranty Start Date:** 03/03/2014

Dealer/Contact Data:

Dealer: IL064 Bob Rohrman Schaumburg Kia

Phone: 8479080502 **FAX:** 8479080512

Contact: Bobby Kroman **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 08/30/2023 09:29:29 ***
Contact = Bobby Kroman, Priority = Standard, Sub Status = Dispatched

*** 08/30/2023 09:29:31 ***
Web - Problem Description created on 08/30/2023 09:29:31 and created by Bobby Kroman
c/c vehicle has a bad rattle on start up. and vehicle is loosing coolant. i verified the rattling is coming from the tensioners. i found the back head has dried coolant around it. i pulled the rear valve cover and cams to check the head bolts because i know they are known issues and i found 4 loose head bolts and 1 of them had stretched and pulled the threads out of the motor. ill attach pics to the case for review.

*** 08/30/2023 09:29:31 ***
Web - Diagnostics created on 08/30/2023 09:29:31 and created by Bobby Kroman
inspected head bolts

*** 08/30/2023 09:32:50 ***
16934130319359065551982840442485.jpg added by Bobby Kroman on 08/30/2023 09:32:49

*** 08/30/2023 09:32:52 ***
16934130833851220306561960588828.jpg added by Bobby Kroman on 08/30/2023 09:32:51

*** 08/30/2023 10:45:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/30/2023 10:48:34 and created by Jerry Gossling ***
Advice 1: Bobby,
Based off your provided information. I am going to generate a PWA case for engine replacement.
Please see if a long block is available and if ones not than make sure to check the cylinder heads for warpage using a machinist straight edge per the procedure listed in the shop manual.
If the cylinder heads are warped than they will also require replacement.
Thank you.

*** 08/30/2023 10:48:55 ***
PWA Case 15797570 created by Jerry Gossling

*** 08/30/2023 10:49:01 ***
I have generated and approved a PWA case for you.

*** Service Alert Escalated to CA as: 15799709 on 08/31/2023 01:05:04 (PST)

*** Dispatched to Queue Service Alert / Techline on 08/31/2023 01:05:13 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 88,997

Prod Date: 08/15/2014 **Warranty Start Date:** 11/10/2014

Dealer/Contact Data:

Dealer: NJ080 Jersey City Kia

Phone: 2015375927 **FAX:** 2014327741

Contact: Jermaine Palmer **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 08/29/2023 06:23:43 ***
Contact = Jermaine Palmer, Priority = Standard, Sub Status = Dispatched

*** 08/29/2023 06:23:45 ***
Web - Problem Description created on 08/29/2023 06:23:45 and created by Jermaine Palmer
Engine overheating sometimes and blows out thick white smoke.

*** 08/29/2023 06:23:45 ***
Web - Diagnostics created on 08/29/2023 06:23:45 and created by Jermaine Palmer
Did a leak down test on bank 1 cylinder 2 , i get bubble coming out of the radiator. vehicle does blow out thick white smoke. Bank 1 and 2 are leaking oil in between the head and the block.

*** 08/29/2023 07:18:29 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin default

*** Web - Advice created on 08/29/2023 07:19:53 and created by Greg Phillips ***
Advice 1: Jermaine, is there an excessive amount of coolant in any of the cylinders? And which bank is leaking? It's kind of unusual to see both unless the overheat was severe. Are there signs of damage to this engine?

*** Service Alert Escalated to CA as: 15734851 on 08/30/2023 01:03:13 (PST)
*** 08/31/2023 11:50:07 ***
Web - Note created on 08/31/2023 11:50:07 and created by Jermaine Palmer
I did not bore scope the engine i just did the leak down because i saw oil in between the heads thats what made me go toward the leak down think theres stripped bolts in the block

*** 08/31/2023 11:50:14 ***
IMG_2809.MOV added by Jermaine Palmer on 08/31/2023 11:50:08

*** Web - Advice created on 08/31/2023 14:00:41 and created by Greg Phillips ***
Advice 1: I would approach this like you were going to replace the head gasket and inspect the block and head. If you find loose head bolts along the way, stop, see if there are pulled block threads on them and attach a photo. Some you can reach without removing the camshafts, I would start with those.

*** 09/05/2023 08:06:53 ***
Web - Note created on 09/05/2023 08:06:52 and created by Jermaine Palmer
Head bolt on bank 1 exhaust side 3rd from left to right had was loose and when i pull it out it had threads on head-bolt will attach

*** 09/05/2023 08:06:55 ***
CC032846-5FC7-4FC7-B0C7-FC407C3126A4.jpeg added by Jermaine Palmer on 09/05/2023 08:06:53

*** 09/05/2023 08:32:24 ***
PWA Case created for RA Case 15792092 by Greg Phillips

*** 09/05/2023 08:32:24 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,005

Prod Date: 09/17/2014 **Warranty Start Date:** 10/29/2014

Dealer/Contact Data:

Dealer: MA044 Herb Chambers Kia of Burlington

Phone: 7812023456 **FAX:** 7812023011

Contact: evan sullivan **Contact Title:** Maintenance Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats # Heads Gaskets

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 09/11/2023 12:53:01 ***
Contact = evan sullivan, Priority = Standard, Sub Status = Dispatched

*** 09/11/2023 12:53:02 ***
Web - Problem Description created on 09/11/2023 12:53:02 and created by evan sullivan
Customer states car is smoking when stepping on the gas check and advise. Inspected vehicle found that head gaskets are blown and are leaking internally and externally will attach video.

*** 09/11/2023 12:53:03 ***
Web - Diagnostics created on 09/11/2023 12:53:02 and created by evan sullivan
Customer states car is smoking when stepping on the gas check and advise. Inspected vehicle found that head gaskets are blown and are leaking internally and externally will attach video.

*** 09/11/2023 13:02:07 ***
IMG_4702.MOV added by evan sullivan on 09/11/2023 13:01:47

*** 09/11/2023 13:51:39 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin All Others

*** Web - Advice created on 09/11/2023 13:56:29 and created by Eric Patterson ***
Advice 1: We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.
B1: Please obtain approval from the DPSM to inspect and remove the heads. If the Block is needed due to the thread concern, I will approve the engine PWA for you. Thank you. C: We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

*** Case has been auto closed by the system on 09/27/2023 01:15:57 (PST)
*** 11/13/2023 12:30:31 ***
Case Number: XXXXXXXX Reopen Requested by evan sullivan.
Reason: [to get engine approved]

*** 11/13/2023 13:40:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 11/13/2023 13:41:12 and created by Eric Patterson ***

Advice 1: Case is re-opened. Please attach any pictures, attachments or videos needed to continue diagnosis. Please also explain in detail why the case is being re opened if not already mentioned in the case re open request

*** Service Alert Escalated to CA as: 15981618 on 11/14/2023 01:05:03 (PST)

*** Dispatched to Queue Service Alert / Techline on 11/14/2023 01:05:10 (PST)

*** 11/16/2023 10:30:28 ***
Web - Note created on 11/16/2023 10:30:28 and created by evan sullivan
case is being reopened because when the case was created we were backed up with work and did not have time to tear down the engine. will attach photos below of cylinder head bolt that stripped when being torqued to 75 ft lbs and metal shavings in the oil control valves.

*** 11/16/2023 10:33:47 ***
ECCF5C65-DFD3-461D-8741-D3B1161639C2.jpeg added by evan sullivan on 11/16/2023 10:33:46

*** 11/16/2023 10:33:48 ***
024BA64C-B263-4DE0-A16F-284BE2EDA814.jpeg added by evan sullivan on 11/16/2023 10:33:48

*** 11/16/2023 10:33:49 ***
6F966F59-36D9-4B42-9BB8-6ECD77F86330.jpeg added by evan sullivan on 11/16/2023 10:33:49

*** 11/16/2023 10:33:51 ***
68718E7D-0CBD-4489-86D3-EEF00E8C2DB8.jpeg added by evan sullivan on 11/16/2023 10:33:50

*** Web - Advice created on 11/16/2023 14:05:07 and created by Eric Patterson ***

Advice 1: Thank you I see the metal and the engine will need repalced.

Please use a long block for the repair if available per the Engineers with DPSM approval if needed.
Based on the information you have provided, I recommend that you replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/16/2023 14:05:22 ***
PWA Case 15989937 created by Eric Patterson

*** 11/16/2023 14:05:32 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,946

Prod Date: 07/27/2018 **Warranty Start Date:** 12/27/2018

Dealer/Contact Data:

Dealer: MI050 Fox Kia North

Phone: 6163231400 **FAX:** 6164471918

Contact: DAVID PULLUM **Contact Title:** Exclusive Kia Technician **Service District:** CE13

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** 06/14/2023 06:27:56 ***
Contact = DAVID PULLUM, Priority = Standard, Sub Status = Dispatched

*** 06/14/2023 06:27:56 ***
Web - Problem Description created on 06/14/2023 06:27:56 and created by DAVID PULLUM
customer states vehicle starts to over heat seems to happen whel vehicle is idling in park.

*** 06/14/2023 06:27:57 ***
Web - Diagnostics created on 06/14/2023 06:27:57 and created by DAVID PULLUM
performed pressure test on coolant system, coolant leaking out of back of head

*** 06/14/2023 07:35:57 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 06/14/2023 07:40:18 and created by John Rehm ***
1: Good morning David.
Please attach a video showing the coolant leak you have found, including the VIN.
<For Internal Use Only
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.>

*** 06/16/2023 06:30:15 ***
Web - Note created on 06/16/2023 06:30:15 and created by DAVID PULLUM
Sending video showing area where coolant is leaking from back of head

*** 06/16/2023 06:30:17 ***
70861484140 _ CCA04DC3-2CBD-4480-A82B-E4F8080AA64A.MOV added by DAVID PULLUM on 06/16/2023 06:30:16

*** Web - Advice created on 06/16/2023 08:32:15 and created by John Rehm ***
1: Good morning David,
We will need to tear down the engine. Please try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Please also check for metal in the ocv's. If either of these two items has failed inspection, please let me know before continuing. Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** Case has been auto closed by the system on 07/02/2023 01:09:55 (PST)
*** 09/11/2023 13:35:22 ***
Case Number: XXXXXXXX Reopen Requested by DAVID PULLUM.
Reason: [have engine torn down for inspection of head bolt on back head]

*** 09/11/2023 14:21:24 ***
Reopened with Sub Status of Working

*** Web - Advice created on 09/11/2023 14:21:57 and created by John Rehm ***
Advice 1: Case reopened.
David,
Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.

*** 09/12/2023 04:24:02 ***
1694517641089720423747 1808335172.jpg added by DAVID PULLUM on 09/12/2023 04:24:01

*** 09/12/2023 04:29:27 ***
Web - Note created on 09/12/2023 04:29:26 and created by DAVID PULLUM
i sent a picture of torque on cylinder head bolt on back side of engine where leaking from head bolt just turns

*** Web - Advice created on 09/12/2023 06:55:31 and created by John Rehm ***
Advice 1: David,
Please add picture of the stripped bolts if they will not hold, then I will approve the PWA case for the short block replacement.
--Remove the bolt

*** 09/12/2023 07:19:08 ***
Web - Note created on 09/12/2023 07:19:08 and created by CORY Bleeker
The bolt just turns when tightening does not tighten down. Was able to remove see picture of the bolt.

*** 09/12/2023 07:19:09 ***
cylinderhead bolt.jpg added by CORY Bleeker on 09/12/2023 07:19:09

*** 09/12/2023 08:53:37 ***
Web - Note created on 09/12/2023 08:53:36 and created by CORY Bleeker
Also please not this case was opened under MI048 we are now MI050 after buy / sell

*** Web - Advice created on 09/12/2023 10:24:35 and created by John Rehm ***
Advice 1: David,
If the heads are not warped, I would recommend sending them out for pressure checking replace seals and check the guides. If they are warped, I would recommend a long block be used if available. If there is no long block available, the heads will need to be replaced and the valvetrain components swapped over. Please make sure the new camshafts are installed when sending to the machine shop with all the MLA(buckets) so the valve clearance can be adjusted properly.
Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks
Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleys as well.

*** 09/12/2023 10:24:56 ***

PWA Case created for RA Case 15595155 by John Rehm

*** 09/12/2023 10:24:56 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 86,966

Prod Date: 06/20/2017 **Warranty Start Date:** 01/06/2018

Dealer/Contact Data:

Dealer: PA040 Sunbury Motors Kia

Phone: 5707431308 **FAX:** 5702869389

Contact: Michael Traister **Contact Title:** Dual Technician **Service District:** EA08

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 09/13/2023 10:57:34 ***
Contact = Michael Traister, Priority = Standard, Sub Status = Dispatched

*** 09/13/2023 10:57:36 ***
Web - Problem Description created on 09/13/2023 10:57:36 and created by Michael Traister
customer states oil leak at head gasket

*** 09/13/2023 10:57:36 ***
Web - Diagnostics created on 09/13/2023 10:57:36 and created by Michael Traister
visual inspection of an oil leak at the front cover also along RH head gasket seam. Removed front cover and RH valve cover and camshafts. 3rd headbolt from the front on the exhaust side is loose and just spins the block is stripped.

*** 09/13/2023 11:04:46 ***
20230913_140042.mp4 added by Michael Traister on 09/13/2023 11:04:38

*** 09/13/2023 11:19:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 09/13/2023 11:20:55 and created by Martin Lopez ***
Advice 1: Hello Michael,

- Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 09/13/2023 11:21:18 ***
PWA Case created for RA Case 15833213 by Martin Lopez

*** 09/13/2023 11:21:19 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures.

Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 96,658

Prod Date: 03/25/2014 **Warranty Start Date:** 09/22/2014

Dealer/Contact Data:

Dealer: CO039 Fort Collins Kia

Phone: 9703776900 **FAX:** 9702821497

Contact: Cristian Alvidrez **Contact Title:** Maintenance Technician **Service District:** SW08

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** 10/04/2023 11:17:49 ***
Contact = Cristian Alvidrez, Priority = Standard, Sub Status = Dispatched

*** 10/04/2023 11:17:49 ***
Web - Problem Description created on 10/04/2023 11:09:50 and created by Cristian Alvidrez
customer states vehicle overheats during city driving. vehicle seems to be burning coolant. customer has not seen any leaks but the reservoir is low

*** 10/04/2023 11:17:50 ***
Web - Diagnostics created on 10/04/2023 11:09:51 and created by Cristian Alvidrez
verified customers concern and test drove vehicle. vehicle started to barely over heat. drove back to the shop and performed a engine block test vehicle failed block test. will submit pictures of block test failure

*** 10/04/2023 11:17:51 ***
Photo Oct 04 2023, 12 04 27 PM.jpg added by Cristian Alvidrez on 10/04/2023 11:17:50

*** 10/04/2023 14:44:49 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/04/2023 14:47:25 and created by Martin Lopez ***
Advice 1: Thank you.

- Based on this information, the cylinder head or heads will need to be removed for inspection,

>>>BUT FIRST;<<<

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of

the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 10/07/2023 12:33:50 ***
Case Closed with Resolution Code: Information Given
Resolution Summary: wrong dealer code

*** 10/18/2023 05:16:32 ***
Reopened with Sub Status of Working

*** Web - Advice created on 10/18/2023 05:20:48 and created by Tony Thomas ***

Advice 1:
Web - Problem Description created by Cristian Alvidrez

customer states vehicle overheats during city driving. vehicle seems to be burning coolant customer has not seen any leaks but the coolant reservoir is low

I had to reopen another Techline case for this vehicle do because I just switched to another Kia dealership and my kdealer assigned to my old dealership.

please refer to Techline case number 15886889 to see failed block test results

verified customers performed a block test and vehicle failed. then tore down engine and found one of the rear head bolts (cabin side of the engine) to have pulled threads. will submit video and picture of bolt

*** Web - Advice created on 10/18/2023 05:22:00 and created by Tony Thomas ***

Advice 1: Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Advice 2: Please see TSB ENG083 for information relating to all Kia vehicles equipped with Gasoline Direct Injection (GDI) engines and refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Advice 3: You are a DSA A status dealer and no Techline PWA is required.

*** 10/18/2023 05:22:10 ***
Case closed by Tony Thomas with Resolution Code : Failed Gasket, Seal
[Resolution Summary]

*** Service Alert Escalated to CA as: 15922144 on 10/19/2023 01:04:54 (PST)

*** Dispatched to Queue Service Alert / Techline on 10/19/2023 01:05:03 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,174

Prod Date: 09/27/2014 **Warranty Start Date:** 01/24/2015

Dealer/Contact Data:

Dealer: CA278 Stevens Creek Kia

Phone: 4085331500 **FAX:** 4082444547

Contact: Cuong Le **Contact Title:** Maintenance Technician **Service District:** WE04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 10/10/2023 11:57:08 ***
Contact = Cuong Le, Priority = Standard, Sub Status = Dispatched

*** 10/10/2023 11:57:08 ***
Web - Problem Description created on 10/10/2023 11:32:31 and created by Cuong Le
customer states that they drove a long trip, and car was overheated, needle on gauge went to H and customer stopped right away. The vehicle towed in

*** 10/10/2023 11:57:08 ***
Web - Diagnostics created on 10/10/2023 11:32:31 and created by Cuong Le
verify the engine is overheat. Coolant fan works at 204 degrees, and thermostat opens (radiator lower hose is hot at this temperature). The bubble came out of the radiator while leak down test was been performing on the cylinder number 1 (watch video attached). Coolant isn't found on the cylinder block at position of cylinder number 1. That means it leaks into cylinder. Totally, vehicle has head gasket blown at cylinder number1. Let me know what is next step, please?

*** 10/10/2023 12:03:30 ***
20231007_111939.mp4 added by Cuong Le on 10/10/2023 12:02:25

*** 10/10/2023 13:34:21 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/10/2023 13:35:14 and created by John Nguyen ***
Advice 1: Cuong, Based on this information the cylinder head or heads will need to be removed for inspection but first There have been cases where the treads in the block that are for the head bolts strip out, Once the cams are removed loosen all of the head bolts to see if there are any that are looser than the rest of the bolts. If this is the case then try to re torque those bolts to see if the threads in the block will hold, If they do not then the block will need to be replaced the cylinder heads too if warped beyond specifications. If you find any damage please provide a continuous video of the stripped threads and include a clear view of the VIN. Please report your findings

*** 10/12/2023 08:46:06 ***
20231012_082914.mp4 added by Cuong Le on 10/12/2023 08:43:46

*** 10/12/2023 09:00:16 ***
Web - Note created on 10/12/2023 09:00:16 and created by Cuong Le
the head bolt at cylinder 1 (exhaust side) is loose. It was retorqued with torque wrench set at 25 ft-lbs, and it doesn't tension. The aluminum thread came with the head bolt when head bolt iwas taken out (watch video attached at 3:40)

*** 10/12/2023 09:01:53 ***
Web - Note created on 10/12/2023 09:01:52 and created by Cuong Le
let me know this case is covered by warranty or customer pay, please?

*** Web - Advice created on 10/12/2023 09:44:06 and created by John Nguyen ***

Advice 1: Cuong this vehicle is still under powertrain warranty. I have generated and approved a PWA case for you. Based on the information you have provided; you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 10/12/2023 09:44:53 ***
PWA Case 15906641 created by John Nguyen

*** 10/12/2023 09:45:00 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,167

Prod Date: 10/29/2014 **Warranty Start Date:** 01/23/2015

Dealer/Contact Data:

Dealer: TX022 Demontrond Kia

Phone: 2818727200 **FAX:** 2818720772

Contact: Timothy Lofton **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine Mechanical # head bolt stripped

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 10/20/2023 05:52:49 ***
Contact = Timothy Lofton, Priority = Standard, Sub Status = Dispatched

*** 10/20/2023 05:52:49 ***
Web - Problem Description created on 10/20/2023 05:48:48 and created by Timothy Lofton
customer stated vehicle is overheating and leaking inside motor

*** 10/20/2023 05:52:49 ***
Web - Diagnostics created on 10/20/2023 05:48:49 and created by Timothy Lofton
performed inspection and was not able to see a mixture of oil and coolant. i was able to identify head gasket leak coming from rear right cylinder head and i removed cylinder head bolts and found two free spinning i removed them and the threads from block came out with it. i uploaded a video showing vin head gasket leak and head bolts

*** 10/20/2023 05:53:13 ***
20231019_170341.mp4 added by Timothy Lofton on 10/20/2023 05:52:49

*** 10/20/2023 09:00:56 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/20/2023 09:02:38 and created by Edgar Urquiza ***

Advice 1: Can you please provide me with a video showing the VIN, odometer reading and valve train condition please. Thank you

*** Service Alert Escalated to CA as: 15928341 on 10/21/2023 01:04:47 (PST)

*** Dispatched to Queue Service Alert / Techline on 10/21/2023 01:04:55 (PST)

*** 10/24/2023 05:45:55 ***
20231023_124921.mp4 added by Timothy Lofton on 10/24/2023 05:45:34

*** 10/24/2023 07:56:15 ***
Allow Auto PWA Case checked on 10/24/2023 7:56:14 and checked by Edgar Urquiza

*** Web - Advice created on 10/24/2023 07:56:24 and created by Edgar Urquiza ***

Advice 1: Please use the Create PWA Case tab that I have enabled and provide all the required information for final review. It looks as if you have all the information to approve a case, however, the engine diagnosis portion needs to be completed.

If the PWA Case tab does not allow you to create a case, then please fill out the engine diagnosis tab in this RA case. An Auto PWA will not be allowed in some cases due to the conditions being outside the guidelines of the campaign. Once you have filled out the engine diagnosis tab I will review and approve if all looks ok.

*** 10/24/2023 08:50:08 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2019 SORENTO S V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74432

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,837

Prod Date: 04/24/2019 **Warranty Start Date:** 01/07/2020

Dealer/Contact Data:

Dealer: CA319 Car Pros Kia Moreno Valley

Phone: 9514974500 **FAX:** 9516028143

Contact: Jimmy Martinez **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine Mechanical # Stripped Head bolts Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/19/2023 11:38:35 ***
Contact = Jimmy Martinez, Priority = Standard, Sub Status = Dispatched

*** 10/19/2023 11:38:35 ***
Engine Diagnosis updated on 10/19/2023 11:38:35 and updated by Siebel eSupport

*** 10/19/2023 11:38:35 ***
Web - Problem Description created on 10/19/2023 11:36:43 and created by Jimmy Martinez
customer says vehicle is overheating

*** 10/19/2023 11:38:35 ***
Web - Diagnostics created on 10/19/2023 11:36:43 and created by Jimmy Martinez
verified customers complaint and inspected vehicle and let vehicle run and after 15 mins coolant resvoir started to boil... performed pressure test and pressure is dropping a bit but no signs of external coolant leak... removed bank 2 valve cover and started to to try and turn head bolts and found head bolt between cylinder 4 and 6 is spinning doesnt tighten up.

*** 10/19/2023 15:23:00 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/19/2023 15:28:22 and created by Martin Lopez ***

Advice 1: Hello Jimmy,

- Please attach a video with VIN showing the condition noted.

Thanks.

*** Service Alert Escalated to CA as: 15925339 on 10/20/2023 01:04:32 (PST)

*** Dispatched to Queue Service Alert / Techline on 10/20/2023 01:04:37 (PST)

*** 10/20/2023 06:54:13 ***
Web - Note created on 10/20/2023 06:54:12 and created by Jimmy Martinez
Video uploaded

*** 10/20/2023 06:54:30 ***
IMG_3151.mov added by Jimmy Martinez on 10/20/2023 06:54:13

*** Web - Advice created on 10/20/2023 08:07:47 and created by Martin Lopez ***

Advice 1: Thank you.

- Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines. Please refer to service info and TSB ENG083.

*** 10/20/2023 08:07:55 ***
Allow Auto PWA Case checked on 10/20/2023 8:7:54 and checked by Martin Lopez

*** 10/20/2023 08:08:00 ***
PWA Case created for RA Case 15923922 by Martin Lopez

*** 10/20/2023 08:08:00 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 99,167

Prod Date: 10/29/2014 **Warranty Start Date:** 01/23/2015

Dealer/Contact Data:

Dealer: TX022 Demontrond Kia

Phone: 2818727200 **FAX:** 2818720772

Contact: Timothy Lofton **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Engine Mechanical # head bolt stripped Case for Warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/24/2023 08:49:15 ***
Contact = Timothy Lofton, Priority = Standard, Sub Status = Assigned

*** 10/24/2023 08:49:15 ***
Engine Diagnosis updated on 10/24/2023 8:49:15 and updated by Siebel eSupport

*** 10/24/2023 08:49:16 ***
Web - Problem Description created on 10/24/2023 08:40:50 and created by Timothy Lofton
customer stated vehicle is overheating and leaking inside motor

*** 10/24/2023 08:49:16 ***
Web - Diagnostics created on 10/24/2023 08:40:51 and created by Timothy Lofton
performed inspection and was not able to see a mixture of oil and coolant. i was able to identify head gasket leak coming from rear right cylinder head and i removed cylinder head bolts and found two free spinning i removed them and the threads from block came out with it. i uploaded a video showing vin head gasket leak and head bolts

*** Web - Advice created on 10/24/2023 08:50:03 and created by Edgar Urquiza ***

Advice 1: If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, especially the OCV Valves, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments.

*** 10/24/2023 08:50:08 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

*** 10/24/2023 08:50:09 ***
PWA has been authorized by Edgar Urquiza

*** 10/24/2023 08:50:09 ***
Case closed by Edgar Urquiza with Resolution Code : Faulty Component
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 67,459

Prod Date: 02/03/2020 **Warranty Start Date:** 03/11/2020

Dealer/Contact Data:

Dealer: CT027 Danbury Kia

Phone: 2037305737 **FAX:** 2037305727

Contact: Jorky Gonzalez **Contact Title:** Exclusive Kia Technician **Service District:** EA04

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: PT- ok

Case History

*** 10/24/2023 12:32:53 ***
Contact = Jorky Gonzalez, Priority = Standard, Sub Status = Dispatched

*** 10/24/2023 12:32:54 ***
Engine Diagnosis updated on 10/24/2023 12:32:54 and updated by Siebel eSupport

*** 10/24/2023 12:32:54 ***
Web - Problem Description created on 10/24/2023 12:32:54 and created by Jorky Gonzalez
CUSTOMER STATES HEAT IS NOT WORKING.

*** 10/24/2023 12:32:55 ***
Web - Diagnostics created on 10/24/2023 12:32:55 and created by Jorky Gonzalez
PERFORMED AN INSPECTION AND FOUNT THE VEHICLE IS LOW ON COOLANT. REMOVED THE LOWER ENGINE COVER AND PERFORMED NA VISUAL INSPECTION FOR ANY COOLANT LEAK. FOUND THE FRONT CYINDER HEAD LEAKING.

*** 10/24/2023 14:57:12 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/24/2023 15:07:21 and created by Martin Lopez ***

Advice 1: Hello Jorky,

- Please supply pictures or a video with VIN of the condition noted.

- Also, perform a block test.

- If you leave the vehicle running and have some one raise the RPMS are you able to see air bubbles escape into the reservoir?

Thanks.

*** Service Alert Escalated to CA as: 15936028 on 10/25/2023 01:04:53 (PST)

*** Dispatched to Queue Service Alert / Techline on 10/25/2023 01:05:00 (PST)

*** 11/06/2023 13:29:07 ***
Web - Note created on 11/06/2023 13:29:07 and created by Jorky Gonzalez
Vehicle is also burning a small ammount of coolant. I attached the coolant pressure tester for about 20 mins but saw only 1 psi of pressure drop.

*** 11/06/2023 13:29:16 ***
IMG_1516.mov added by Jorky Gonzalez on 11/06/2023 13:29:07

*** Web - Advice created on 11/06/2023 13:49:47 and created by Martin Lopez ***

Advice 1: Thanks.

- If you do a block test, does it pass?

If you leave the vehicle running and have some one raise the RPMS are you able to see air bubbles escape into the reservoir?

Thanks.

*** 11/07/2023 07:08:40 ***
Web - Note created on 11/07/2023 07:08:40 and created by Jorky Gonzalez
Allow me to re start again and i apologize for not being clear. this vehicle was here on a previous visit for a no heater concern. verified the vehicle had no heat. found the heat would only work when revving the engine and when driving but at idle only cold/warm air was coming out. performed a coolant bleeding procedure and the issue was still there. removed and replaced the thermostat and bleed the cooling system by lifting the front end of the vehicle. heater inside the cabin started working. returned the vehicle back to the customer and the customer came back a week later stating the issue was still there. found the coolant reservoir was very low. performed another bleeding procedure and the issue was still there. flushed the heater core with a water hose and found a good flow on the system. performed a vacuum fill and the issue was still there. checked the temp on all the hoses with the water temp at 212.9F the heater core hoses where at 143F on the top hose and 125F on the lower hose. checked the radiator hoses and the top hose was at 155.5F and the bottom hose at 97.5F also checked the radiator temp and the bottom was at 90f and the top at 115F. temp was changing a lot and couldn't get an accurate measurement. removed and replaced the water pump thinking it wasn't flowing the coolant properly even though the vehicle wasn't overheating. bleed the cooling system and test drove the vehicle. saw an abnormal amount of white smoke coming out of the tailpipe, and the heater was working properly while driving but as soon as I came to a stop on a red light the heater was blowing warm/cold air again. performed a block test but it passed. i also saw on bubble coming out of the funnel here in there but hard to catch unless i record for a long time. i also re cheked the temperatures on another simial vehicle and the temps where about the same.

*** Web - Advice created on 11/07/2023 08:17:26 and created by Martin Lopez ***

Advice 1: Thanks for the information.

- With the abnormal amount of white smoke coming from the tail pipe and continues loss of coolant, the vehicle is consuming coolant.

- The only area you have sings of coolant is only the front cylinder head correct?

- How do your sparkplugs condition look?

*** 11/14/2023 07:25:41 ***
Web - Note created on 11/14/2023 07:25:40 and created by Jorky Gonzalez
Yes the front cylinder seems to be the only one with a minor external leak. I submitted a picture of cylinder 2,4,6 sparks plugs from left to right.

*** 11/14/2023 07:25:43 ***
IMG_1663.jpeg added by Jorky Gonzalez on 11/14/2023 07:25:42

*** Web - Advice created on 11/14/2023 08:06:59 and created by Martin Lopez ***

Advice 1: Thank you.

- Based on this information, the cylinder head or heads will need to be removed for inspection,
>>>BUT FIRST;<<<

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** Case has been auto closed by the system on 11/30/2023 01:21:35 (PST)
*** 12/06/2023 07:40:50 ***
Case Number: XXXXXXXX Reopen Requested by Jorky Gonzalez.
Reason: [PERFORMED INSPECTION. AS REQUESTED.]

*** 12/06/2023 08:52:22 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/06/2023 08:52:48 and created by Martin Lopez ***

Advice 1: Case is now re-open.

-Please add a note to the case with the information for review.

Thanks.

*** 12/06/2023 10:22:46 ***
IMG_2075.jpeg added by Jorky Gonzalez on 12/06/2023 10:22:45

*** 12/06/2023 10:22:47 ***
IMG_2074.jpeg added by Jorky Gonzalez on 12/06/2023 10:22:46

*** 12/06/2023 10:22:55 ***
IMG_2076.mov added by Jorky Gonzalez on 12/06/2023 10:22:47

*** 12/06/2023 10:27:34 ***
Web - Note created on 12/06/2023 10:27:34 and created by Jorky Gonzalez
REMOVED THE CYLINDER HEAD FOUND 2 BOLTS ON THE FRONT CYLINDER HEAD THAT FELT A BIT LOOSER THAN THE REST BUT THEY WHERE ABLE TO PROPERLY TORQUED DOWN. PERFORMED A THREAD INSPECTION FOND NO ISSUES. CHECKED THE CYLINDER BLOCK AND THE CYLINDER HEADS WITH A STRAGHT EDGE AND RESULTS ARE GOOD. I DID FIND SOME COOLANT BUILD UO IN THE FRONT CYLINDER HEAD. ALSO THE JACKETS AROUND THE CYLINDER BLOCKS HAVE SOME BUILD UP ON THEM. ATTACHED PICTURES AND VIDEOS ON MY FINDINGS.

*** Web - Advice created on 12/06/2023 12:02:20 and created by Martin Lopez ***

Advice 1: Thank you.

- Jorky, please provide a video of a flatness check on the block. Show the size feeler gauge you are using. Please thoroughly perform this.

- Also, can you point out which 2 cylinder head bolts were found to be loose.

Thanks.

*** 12/11/2023 19:10:10 ***
IMG_2316.mov added by Jorky Gonzalez on 12/11/2023 19:08:36

*** 12/12/2023 05:28:47 ***
Web - Note created on 12/12/2023 05:28:47 and created by Jorky Gonzalez
ATTACHED A VIDEO OF ENGINE BLOCK FLATNESS TEST. FOUND THE BOLTS THAT FELT A LITTLE LOOSER THAN THE REST IN THE FRONT CYLINDER HEAD .

*** Web - Advice created on 12/12/2023 08:15:32 and created by Martin Lopez ***

Advice 1: Thank you.

- Based on the information provided, recommend replacing the cylinder head gaskets and re-test.

*** Case has been auto closed by the system on 12/28/2023 01:10:28 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2020 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,826

Prod Date: 09/04/2020 **Warranty Start Date:** 09/21/2020

Dealer/Contact Data:

Dealer: MO018 Bob Sight Independence Kia

Phone: 8164610200 **FAX:** 8164611657

Contact: Robert Bruns **Contact Title:** Exclusive Kia Technician **Service District:** CE05

Case Details:

Case Title: Engine - Overheats # broken head bolt

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 11/01/2023 14:16:58 ***
Contact = Robert Bruns, Priority = Standard, Sub Status = Dispatched

*** 11/01/2023 14:17:00 ***
Web - Problem Description created on 11/01/2023 14:16:59 and created by Robert Bruns
customer states check engine light is on and runs rough

*** 11/01/2023 14:17:00 ***
Web - Diagnostics created on 11/01/2023 14:17:00 and created by Robert Bruns
verified the check engine light is on. checked dtc's b28vamo018230907003i p0301, p0303, p0305 misfires. white smoke coming from exhaust. also coolant leak from rear head between the head and block. i believe the head gasket is blown and it need an engine. the oil is very milky looking.

*** 11/01/2023 14:58:09 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/01/2023 14:59:33 and created by Edgar Urquiza ***

Advice 1: Please attach a video showing engine condition, perform compression test as well as leak down test, document and provide me with the results. Thank you

*** Service Alert Escalated to CA as: 15955380 on 11/02/2023 01:06:33 (PST)

*** Dispatched to Queue Service Alert / Techline on 11/02/2023 01:06:40 (PST)

*** 11/02/2023 07:36:48 ***

Web - Note created on 11/02/2023 07:36:47 and created by Robert Bruns
i removed the intake and rear valve cover for the video.

*** 11/02/2023 07:46:23 ***
20231102_093045.mp4 added by Robert Bruns on 11/02/2023 07:45:48

*** Web - Advice created on 11/02/2023 08:22:49 and created by Edgar Urquiza ***

Advice 1: Thank you, I will wait for compression test and leak down test results.

*** 11/03/2023 06:36:32 ***
Web - Note created on 11/03/2023 06:36:32 and created by Robert Bruns
compression test #1-45, #2-200, #3-0,#4-195,#5-30,#6-200. i dont think i need to do the leak down test unless you want me to.

*** Web - Advice created on 11/03/2023 07:52:06 and created by Edgar Urquiza ***

Advice 1: Please check torque on the head bolts of the affected head, set the torque wrench to spec and see if any bolts are backed off or will not torque, if you find any please attach a video showing this. Thank you

*** 11/03/2023 08:06:04 ***
Web - Note created on 11/03/2023 08:06:04 and created by Robert Bruns
edgar, i'm not able to do this because the camshafts are in the way of the head bolts.
i've already tried this for you when i pulled the rocker cover as i thought you may ask.

*** Web - Advice created on 11/03/2023 08:31:54 and created by Edgar Urquiza ***

Advice 1: Reviewing with senior agent.

*** Research - Advice created on 11/03/2023 08:54:00 and created by Brian Lall ***

<For Internal Use Only
Reviewed and advised agent how to proceed.>

*** Web - Advice created on 11/03/2023 08:56:09 and created by Edgar Urquiza ***

Advice 1: One way to attempt this is to rotate the cams or even loosen the cam caps to help you gain access to the bolts.

*** 11/03/2023 10:15:47 ***
Web - Note created on 11/03/2023 10:15:46 and created by Robert Bruns
edgar, the head bolts i'm able to get to are all tight.

*** Web - Advice created on 11/03/2023 10:27:06 and created by Edgar Urquiza ***

Advice 1: Based on that information please obtain DPSM approval to remove head to check head and block for flatness.

*** 11/06/2023 12:28:46 ***
Web - Note created on 11/06/2023 12:28:46 and created by Robert Bruns
edgar, i pulled the engine and the front cover along with the cams, to get to all the head bolts. i have found one head bolt is broken on the exhaust side towards the front of the engine. do i still need to pull the head off the block?

*** Web - Advice created on 11/06/2023 12:40:15 and created by Edgar Urquiza ***

Advice 1: There is no need but please attach a video showing the broken bolt and the head along with the VIN.

*** 11/06/2023 12:58:25 ***
Web - Note created on 11/06/2023 12:58:25 and created by Robert Bruns
Video is attached

*** 11/06/2023 12:58:47 ***
20231106_145312.mp4 added by Robert Bruns on 11/06/2023 12:58:26

*** Web - Advice created on 11/06/2023 13:09:59 and created by Edgar Urquiza ***

Advice 1: Thank you

Please use the Create PWA Case tab that I have enabled and provide all the required information for final review. It looks as if you have all the information to approve a case, however, the engine diagnosis portion needs to be completed.

If the PWA Case tab does not allow you to create a case, then please fill out the engine diagnosis tab in this RA case. An Auto PWA will not be allowed in some cases due to the conditions being outside the guidelines of the campaign. Once you have filled out the engine diagnosis tab I will review and approve if all looks ok.

*** 11/06/2023 13:10:10 ***
Allow Auto PWA Case checked on 11/6/2023 13:10:9 and checked by Edgar Urquiza

*** 11/06/2023 14:21:47 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 92,985

Prod Date: 04/20/2013 **Warranty Start Date:** 01/20/2014

Dealer/Contact Data:

Dealer: PA059 Kia of West Chester

Phone: 6104293500 **FAX:** 6104299555

Contact: yeison marulanda **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine Mechanical # Stripped Head Bolt Case for Warranty

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** 10/31/2023 09:00:57 ***
Contact = yeison marulanda, Priority = Standard, Sub Status = Dispatched

*** 10/31/2023 09:00:57 ***
Web - Problem Description created on 10/31/2023 08:36:12 and created by yeison marulanda
engine oil mixing

*** 10/31/2023 09:00:57 ***
Web - Diagnostics created on 10/31/2023 08:36:12 and created by yeison marulanda
scanned and there is no codes for engine ,and created vdn . oil level looks clean and good , coolant at reservoir is empty and has milky oil in it , same at radiator side is full but has oil in it , customer said he is master tech at another brand and when found oil in coolant performed coolant flush and cleaned the reservoir , now 900 miles later oil is back in coolant . i performed pressure test at coolant and there is no exterior leaks . also found little wet spots of oil seepage around head gaskets in both sides .

*** 10/31/2023 09:01:20 ***
20231031_111848.mp4 added by yeison marulanda on 10/31/2023 09:00:58

*** 10/31/2023 09:01:21 ***
20231031_114007.jpg added by yeison marulanda on 10/31/2023 09:01:21

*** 10/31/2023 09:01:23 ***
20231031_114036.jpg added by yeison marulanda on 10/31/2023 09:01:22

*** 10/31/2023 09:01:24 ***
20231031_114051.jpg added by yeison marulanda on 10/31/2023 09:01:23

*** 10/31/2023 09:01:25 ***
20231031_114212.jpg added by yeison marulanda on 10/31/2023 09:01:24

*** 10/31/2023 09:18:51 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 10/31/2023 09:26:07 and created by Martin Lopez ***

Advice 1: Hello Yeison,

- Based on this information, the cylinder head or heads will need to be removed for inspection,

>>>BUT FIRST;<<<

There have been cases where the treads in the block that are for the head bolts, strip out. Once the cams are removed, loosen all of the head bolts to see if any of them are looser than the others. If this is the case, then try to re-torque those bolts to see if the threads in the block will hold. If they do not, then the block will need to be replaced. The cylinder heads will also need to be replaced if either is warped beyond specifications. If you find any damage, please provide a continuous video of the stripped threads, and include a clear view of the VIN. Please report your findings.

*** 11/03/2023 05:20:45 ***
20231103_075717.mp4 added by yeison marulanda on 11/03/2023 05:19:40

*** 11/03/2023 05:21:32 ***
Web - Note created on 11/03/2023 05:21:32 and created by yeison marulanda
Hello, please see attachment , i found 2 bad treads on head number 2 .

*** 11/03/2023 07:37:26 ***
Allow Auto PWA Case checked on 11/3/2023 7:37:26 and checked by Martin Lopez

*** Web - Advice created on 11/03/2023 07:37:36 and created by Martin Lopez ***

Advice 1: Thank you.

- Please complete and fill out the engine diagnosis section on this case. Do not select the "Create PWA tab." I will create the PWA for you. Once you have successfully filled out the engine diagnosis section, leave a note on the case.

*** 11/03/2023 08:00:29 ***
Web - Note created on 11/03/2023 08:00:29 and created by yeison marulanda
I HAVE FILLED OUT EDS

*** 11/03/2023 08:00:30 ***
Engine Diagnosis updated on 11/3/2023 8:0:30 and updated by Siebel eSupport

*** Web - Advice created on 11/03/2023 08:17:57 and created by Martin Lopez ***

Advice 1: Thank you.

- Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

*** 11/03/2023 08:18:07 ***
PWA Case created for RA Case 15949935 by Martin Lopez

*** 11/03/2023 08:18:07 ***
Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please refer to Pitstop PS539 for Engine Component Re-use Guidelines.

Please ensure to follow core return instructions outlined in Pitstop PS302.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 89,050

Prod Date: 01/30/2014 **Warranty Start Date:** 06/06/2014

Dealer/Contact Data:

Dealer: OH098 Coughlin Kia of Dublin

Phone: 6146526542 **FAX:** 6144674626

Contact: Victor Ordonez **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Fluid Leak - Engine oil # Warped Head and Block

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Warranty Exclusion-Auto

Case History

*** 11/10/2023 11:29:15 ***
Contact = Victor Ordonez, Priority = Standard, Sub Status = Dispatched

*** 11/10/2023 11:29:16 ***
Web - Problem Description created on 11/10/2023 11:29:16 and created by Victor Ordonez
C/S LARGE OIL LEAK .

*** 11/10/2023 11:29:16 ***
Web - Diagnostics created on 11/10/2023 11:29:16 and created by Victor Ordonez
FOUND OIL OVERFLOWING FROM RESORVOIR, FOUND OIL IN RADIATOR. COMPLETED COMBUSTION LEAK TEST. POSSIBLE HEAD GASKET FAILURE AND HEAD FAILURE. POSSIBLE PULLED THREADS.

*** 11/10/2023 11:30:55 ***
IMG_2681.jpeg added by Victor Ordonez on 11/10/2023 11:30:54

*** 11/10/2023 11:30:56 ***
IMG_2682.jpeg added by Victor Ordonez on 11/10/2023 11:30:55

*** 11/10/2023 11:36:38 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin A Default

*** Web - Advice created on 11/10/2023 11:40:54 and created by Joseph Gonzalez ***

Advice 1: Thank you for the information. Have you inspected the cylinder head, gasket and block? If not please get DPSM approval to inspect. What is the oil level at? What are the combustion test results?

Advice 2: Prior to disassembly please ask the customer for their maintenance records.

*** 11/14/2023 06:06:00 ***

Web - Note created on 11/14/2023 06:06:00 and created by Victor Ordonez
There is no oil on the dipstick. Also the result was a Failed test. The combustion leak detector fluid turned green.

*** Web - Advice created on 11/14/2023 08:43:12 and created by Joseph Gonzalez ***

Advice 1: Thank you for the information. Were you able to collect maintenance history from the customer? Did DPSM give authorization to teardown?

*** Web - Advice created on 11/20/2023 09:56:49 and created by Joseph Gonzalez ***

Advice 1: Hello checking in, are there any updates to case? If case is no longer needed, please close case.

If the vehicle is no longer at the shop please close case and request a case re-open if further assistance is needed when customer returns.

If there is no response to case, case will be closed.

Thank you.

*** 11/20/2023 10:19:15 ***
Web - Note created on 11/20/2023 10:19:15 and created by Victor Ordonez
WATING ON APPROVAL AND RECEIPTS

*** Web - Advice created on 11/20/2023 10:22:15 and created by Joseph Gonzalez ***

Advice 1: Thank you for the update. If you do not receive an update by the end of the week please close case and request a re-open when ready to proceed. Happy holidays Victor.

*** 11/22/2023 14:44:39 ***
Scanned_from_a_Lexmark_MFP11-22-2023-174302.pdf added by Jordan Brazee on 11/22/2023 14:44:39

*** Web - Advice created on 11/24/2023 07:13:49 and created by Joseph Gonzalez ***

Advice 1: Thank you for the carfax. Does the customer have any maintenance records they wish to provide? Last oil change I am seeing for this vehicle was at 66k miles.

*** Web - Advice created on 11/29/2023 13:36:11 and created by Joseph Gonzalez ***

Advice 1: Hello checking in, are there any updates to case? If case is no longer needed, please close case.

If the vehicle is no longer at the shop please close case and request a case re-open if further assistance is needed when customer returns.

If there is no response to case, case will be closed.

Thank you.

*** 12/11/2023 15:33:31 ***
Case closed by Joseph Gonzalez with Resolution Code : No Response from TechNo Respon
[Resolution Summary]

*** 01/19/2024 10:57:04 ***
Case Number: XXXXXXXX Reopen Requested by Victor Ordonez.
Reason: [REQUEST RE-OPEN, DELAY IN GETTING DPSM AUTH FOR TEAR DOWN. APPROVED WITH DPSM AND

HAVE SPECIAL TOOL STRAIGHT EDGE TO PROVIDE RESULTS.]

*** 01/19/2024 14:30:48 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/19/2024 14:31:09 and created by Joseph Gonzalez ***

Advice 1: Case has been re-opened.

Please attach when ready.

*** 01/22/2024 10:06:01 ***
Web - Note created on 01/22/2024 10:06:00 and created by Victor Ordonez
MEASURED GAP ON THE SURFACE OF THE BLOCK AND THE HEAD USING A STRAIGHT EDGE. FOUND CLEARANCE IS BIGGER THAN THE MINIMUM SPECIFICATION. ALSO FOUND SERVERAL LOSE HEAD BOLTS.

*** Web - Advice created on 01/22/2024 10:28:46 and created by Joseph Gonzalez ***

Advice 1: Please attach your findings to the case for documentation purposes.

*** 01/23/2024 10:45:09 ***
Web - Note created on 01/23/2024 10:45:08 and created by Victor Ordonez
video uploaded

*** 01/23/2024 10:45:11 ***
IMG_0 (1).MOV added by Victor Ordonez on 01/23/2024 10:45:09

*** 01/23/2024 10:45:12 ***
IMG_0 (2).MOV added by Victor Ordonez on 01/23/2024 10:45:11

*** Web - Advice created on 01/23/2024 10:54:23 and created by Joseph Gonzalez ***

Advice 1: Thank you for the videos. How did the block turn out when checking flatness. Please ensure that the block is clean of debris when checking flatness.

*** 01/24/2024 05:32:37 ***
Web - Note created on 01/24/2024 05:32:37 and created by Victor Ordonez
My aplogies, been having issues with Techline. When i was removing the two heads i found several lose head bolts. uploaded video of block

*** 01/24/2024 05:32:38 ***
IMG_0 (3).MOV added by Victor Ordonez on 01/24/2024 05:32:38

*** Web - Advice created on 01/24/2024 08:15:29 and created by Joseph Gonzalez ***

Advice 1: Thank you for the video. Please fill out the Engine Diagnosis. Thank you

*** 01/24/2024 08:37:52 ***
Engine Diagnosis updated on 1/24/2024 8:37:52 and updated by Siebel eSupport

*** 01/24/2024 08:40:09 ***
Web - Note created on 01/24/2024 08:40:09 and created by Victor Ordonez
Filled out.

*** 01/24/2024 09:59:19 ***
PWA Case 16135558 created by Joseph Gonzalez

*** 01/24/2024 09:59:23 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 80,237

Prod Date: 03/27/2014 **Warranty Start Date:** 09/13/2014

Dealer/Contact Data:

Dealer: CT020 Executive Kia

Phone: 2039497480 **FAX:** 2039491267

Contact: Allen Marques **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # Head Bolt Threads

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Warranty Exclusion-Auto

Case History

*** 11/14/2023 13:26:27 ***
Contact = Allen Marques, Priority = Standard, Sub Status = Dispatched

*** 11/14/2023 13:26:28 ***
Web - Problem Description created on 11/14/2023 13:26:27 and created by Siebel eSupport
CUSTOMERS CONCERN STATS SHE WAS DRIVING AND CAR STARETED TO LOOSE POWER, IT WOULD NOT ACCELERATE. CUSTOMER STATES THERE WAS A BURNING SMELL AND IT SEEMS LIKE FAN RUNNING ALL THE TIME. WHEN CUSTOMER STARTED CAR CHECK ENGINE LIGHT DID COME ON. INSPECT AND ADVISE.

*** 11/14/2023 13:26:28 ***
Web - Diagnostics created on 11/14/2023 13:26:28 and created by Siebel eSupport
INSPECTED VEHICLE AND FOUND COOLANT WAS POURING OUT OF BACK OF CYLINDER HEAD, KNOW THAT BOLTS PULLED OUT OF BLOCK BUT DUE TO CONCERN SHOULD WE REPLACE ENGINE LONG BLOCK OR SHORT BLOCK AND SEND HEADS TO MECHINE SHOP

*** 11/14/2023 15:17:20 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/14/2023 15:25:40 and created by Jeffrey Minderhoud ***

Advice 1: Based on the information you provided we will need to tear down the engine. Please get dpsm authorization for this inspection. Try and torque down the engine head bolts to 75 ft lbs and make sure none of the head bolts are stripped or loose near the affected leakage of the head gasket. Record a short video of the attempt to torque the bolts or the stripped threads. Make sure to show the valve train condition so we can see if there is any sludge present and get the vin on the vehicle in the video and attach to the case. Thank you.

*** Service Alert Escalated to CA as: 15984700 on 11/15/2023 01:04:58 (PST)

*** Dispatched to Queue Service Alert / Techline on 11/15/2023 01:05:07 (PST)

*** Case has been auto closed by the system on 11/30/2023 01:21:35 (PST)
*** 12/08/2023 09:41:01 ***
Case Number: XXXXXXXX Reopen Requested by Carl Maratta.
Reason: [please re open so we can attach head bolt issue. please leave under allen marques. Thank you]

*** 12/08/2023 12:35:19 ***
Reopened with Sub Status of Working

*** Web - Advice created on 12/08/2023 12:36:33 and created by Jeffrey Minderhoud ***

Advice 1: Case reopened and I have assigned the case to Allen Marques.

Please attach video for review. Thank you.

*** 12/08/2023 13:04:20 ***
20231208_155655.mp4 added by Allen Marques on 12/08/2023 13:03:41

*** 12/09/2023 06:53:25 ***
Web - Note created on 12/09/2023 06:53:24 and created by Allen Marques
added video of head bolts spinning

*** Web - Advice created on 12/11/2023 10:58:03 and created by Jeffrey Minderhoud ***

Advice 1: I see the valvetrain looks clean and there is no sludge.

Advice 2: Please obtain approval from the DPSM to inspect and remove the heads. We will need to measure the cylinder heads and the block for warpage and see if they are within specs.

If the heads are not warped, I would recommend sending them out for pressure checking and a valve job. If they are warped, I would recommend a long block be used if available. if there is no long block available the heads will need replaced and the valvetrain components swapped over, please make sure the new cams are installed when sending to the machine shop with all the MLA (buckets) so the valve clearance can be adjusted properly. Please use a long block if the heads are warped. If the heads are ok send them out for pressure checking and replace seals and check the guides. Then replace the re man short block. Thanks

Please strait edge the heads. If they do need to be replaced, please make sure you transfer the valve train components and make sure all the check balls are installed in the oil galleries as well.

*** 12/11/2023 10:58:25 ***
PWA Case 16040792 created by Jeffrey Minderhoud

*** 12/11/2023 10:58:28 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2018 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,378

Prod Date: 11/19/2017 **Warranty Start Date:** 03/13/2018

Dealer/Contact Data:

Dealer: FL144 Southside Kia

Phone: 9044006650 **FAX:** 9044006651

Contact: Erwin Dale **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: FluidLeak-Cooling sys coolant#

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 11/16/2023 08:22:32 ***
Contact = Erwin Dale, Priority = Standard, Sub Status = Dispatched

*** 11/16/2023 08:22:32 ***
Web - Problem Description created on 11/16/2023 07:51:44 and created by Erwin Dale
CUSTOMER STATES LOW ON COOLANT, CHECK AND ADVISE

*** 11/16/2023 08:22:32 ***
Web - Diagnostics created on 11/16/2023 07:51:44 and created by Erwin Dale
CONFIRMED CONCERN, FOUND COOLANT OVERFLOW EMPTY, CHECKED RADIATOR FOUND TO BE ABOUT HALFWAY DOWN. PERFORMED PRESSURE TEST ON COLD ENGINE DID NOT DROP. VISUALLY AND FOUND COOLANT BUILDUP ON BANK 1 HEAD IN VALLY. PERFORMED BLOCK TEST, PASSED NO CO2 IN COOLING SYSTEM. NO ACCIDENTS SHOWN IN CARFAX. HEADGASKET PUSHING COOLANT OUTSIDE OF HEAD. PLEASE ADVISE. ADDED VIDEO SHOWING COOLANT LEAK

*** 11/16/2023 09:42:50 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** Web - Advice created on 11/16/2023 09:48:56 and created by Edgar Urquiza ***

Advice 1: Please perform compression test and provide me with the results.

*** 11/17/2023 12:19:02 ***
Web - Note created on 11/17/2023 12:19:02 and created by Erwin Dale
Performed compression test, cyl 1, 168. Cyl 3, 169. Cyl 6, 165. Cyl 2 163. Cyl 4, 102. Cyl 6, 165.

*** Web - Advice created on 11/17/2023 12:28:10 and created by Edgar Urquiza ***

Advice 1: Please remove valve cover on cylinder 4 bank and check the head bolts for proper torque. Set your torque wrench

to specification and make sure all bolts are torqued and if not please attach video for any issues found .

*** 11/17/2023 12:59:18 ***
Web - Note created on 11/17/2023 12:59:18 and created by Erwin Dale
JUST TO CONFIRM, IM REUSING THE HEAD BOLT FOR TESTING POURPOSE ONLY? AND LOOSEN THEM FIRSTBEFOR RETORQING?

*** Web - Advice created on 11/17/2023 13:13:58 and created by Edgar Urquiza ***

Advice 1: Do not loosen, just set the wrench to spec and make sure all are tight. no need to back them off

*** 11/17/2023 13:19:38 ***
Web - Note created on 11/17/2023 13:19:37 and created by Erwin Dale
SPEC IS 27-30 FLBS 120 DEGREES THEN 90 DEGREES, HOW WOULD THAT BE TRANSLATED TO FT LBS?

*** Web - Advice created on 11/17/2023 13:48:00 and created by Edgar Urquiza ***

Advice 1: For this test set it at 30 ft lbs please.

*** 11/17/2023 13:49:10 ***
Web - Note created on 11/17/2023 13:49:10 and created by Erwin Dale
OK WILL UPDATE WHEN COMPLETED

*** Web - Advice created on 11/17/2023 13:51:27 and created by Edgar Urquiza ***

Advice 1: Thank you

*** 11/20/2023 11:58:04 ***
Web - Note created on 11/20/2023 11:58:04 and created by Erwin Dale
Checked head bolts around cylinder 4 at 30 ft lbs, no movement on them. I borescoped cylinder 4 and found some scoring on the walls, and can see what looks like the black part of the head gasket in it also. Added photos to review

*** 11/20/2023 11:58:05 ***
IMG_3243.jpeg added by Erwin Dale on 11/20/2023 11:58:04

*** 11/20/2023 11:58:05 ***
IMG_3244.jpeg added by Erwin Dale on 11/20/2023 11:58:05

*** 11/20/2023 11:58:05 ***
IMG_3251.jpeg added by Erwin Dale on 11/20/2023 11:58:05

*** 11/20/2023 11:58:06 ***
IMG_3249.jpeg added by Erwin Dale on 11/20/2023 11:58:06

*** 11/20/2023 11:58:06 ***
IMG_3246.jpeg added by Erwin Dale on 11/20/2023 11:58:06

*** Web - Advice created on 11/20/2023 12:16:37 and created by Edgar Urquiza ***

Advice 1: Please obtain DPSM approval to begin tear down to inspect head and block.

*** 12/01/2023 07:08:57 ***
Web - Note created on 12/01/2023 07:08:56 and created by Erwin Dale
DPSM APPROVED TEARDOWN, WILL UPDATE WHEN COMPLETED

*** Web - Advice created on 12/01/2023 08:03:14 and created by Edgar Urquiza ***

Advice 1: Thank you.

*** 12/07/2023 14:29:44 ***
Web - Note created on 12/07/2023 14:29:44 and created by Erwin Dale
Tore down heads and checked flatness up to 0.10 mm in center of block. Added video for confirmation. Spec shows 0.05 mm for the highest tolerance. Please advise

*** 12/07/2023 14:29:54 ***
IMG_3374.mov added by Erwin Dale on 12/07/2023 14:29:44

*** Web - Advice created on 12/07/2023 14:39:03 and created by Edgar Urquiza ***

Advice 1: Thank you for the video. There is no current VDN showing up if you have created a new VDN then with the KDS connected to the Internet, push the eReport button on the bottom right of the home screen, a new window will open displaying the latest VDN information that has been transferred.

*** 12/07/2023 14:39:14 ***
Allow Auto PWA Case checked on 12/7/2023 14:39:14 and checked by Edgar Urquiza

*** 12/08/2023 05:17:01 ***
Web - Note created on 12/08/2023 05:17:01 and created by Erwin Dale
USED SMART CHECK FOR VDN, USED CREATE PWA CASE TAB.

*** 12/08/2023 07:59:58 ***
I have generated and approved a PWA case for you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,957

Prod Date: 09/19/2013 **Warranty Start Date:** 11/29/2013

Dealer/Contact Data:

Dealer: MD060 Koons Kia of Owings Mills

Phone: 4434712750 **FAX:** 4434712746

Contact: Michael Colegrove **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: FluidLeak-Cooling sys coolant# Both Head Gaskets

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** 11/20/2023 07:48:35 ***
Engine Diagnosis updated on 11/20/2023 7:48:35 and updated by Siebel eSupport

*** 11/20/2023 07:49:21 ***
Contact = Michael Colegrove, Priority = Standard, Sub Status = Dispatched

*** 11/20/2023 07:49:21 ***
Web - Problem Description created on 11/20/2023 07:48:35 and created by Michael Colegrove
customer states that vehicle is losing coolant and engine is over heating

*** 11/20/2023 07:49:22 ***
Web - Diagnostics created on 11/20/2023 07:48:36 and created by Michael Colegrove
another tech had vehicle and pressure tested system multiple time and drove multiple times and could not reproduce. customer did not want to pick up vehicle so i took vehicle over. perform longer test drive and found coolant being blown out of coolant reservoir due to exhaust gasses making it into system. have slight coolant leak from corner of front and rear heads in the corners. picture and video will be attached

*** 11/20/2023 07:53:07 ***
Accepted, from Queue = TL_Sorento_Sportage_Telluride to WIPBin Default

*** 11/20/2023 07:56:33 ***
IMG_1650.mov added by Michael Colegrove on 11/20/2023 07:55:38

*** 11/20/2023 07:56:34 ***
IMG_1651.jpeg added by Michael Colegrove on 11/20/2023 07:56:33

*** 11/20/2023 07:56:36 ***
IMG_1654.jpeg added by Michael Colegrove on 11/20/2023 07:56:35

*** Web - Advice created on 11/20/2023 08:01:56 and created by Adam Kazarian ***

Advice 1: Hello Michael,

It does seem like head gaskets may be blown from both heads. Prior to removing the heads.

If you pressure test the coolant system again check with a borescope if the cylinders have coolant in them and if you think it is likely that they may have bent a rod or caused bottom end damage or rust in the cylinders for the coolant leaking.

Let me know what you find.

*** Service Alert Escalated to CA as: 15988203 on 11/21/2023 01:02:49 (PST)
*** 11/30/2023 08:42:48 ***
Web - Note created on 11/30/2023 08:42:48 and created by Michael Colegrove
removed intake and pressure tested coolant system with engine cold and coolant system has held 21 psi for 45-60 mins and no coolant in cylinders

*** 12/05/2023 09:37:20 ***
Web - Note created on 12/05/2023 09:37:19 and created by Michael Colegrove
should i be looking to do a engine replacement or just head gaskets

*** Web - Advice created on 12/07/2023 11:40:20 and created by Adam Kazarian ***

Advice 1: At this point it would seem the blown head gasket is blown. Removing the cylinder head and checking the block and head for warping, cracks, or damage is the next step to see if we only have headgasket fault or further damage.

if you think it is likely that they may have bent a rod or caused bottom end damage or rust in the cylinders for the coolant leaking. If the head is found to be warped upon removal and the block is in good standing the head needs to be replaced along with gasket. Note: Upon removing of the head note if any bolts are loose or found to be stripped off in the block.

*** Case has been auto closed by the system on 12/23/2023 01:19:50 (PST)
*** 01/09/2024 05:18:34 ***
Case Number: XXXXXXXX Reopen Requested by Michael Colegrove.
Reason: [broke engine down and when i went to removed the head bolts i found 4 out of 16 spinning in block and no threads left in block]

*** 01/09/2024 06:02:31 ***
Reopened with Sub Status of Working

*** Web - Advice created on 01/09/2024 06:05:00 and created by Adam Kazarian ***

Advice 1: Hello Michael,

It shows the vehicle is outside of warranty at this time, I would advise to quote the customer block replacement, and confirm the head are not warped.

*** 01/09/2024 06:13:05 ***
Web - Note created on 01/09/2024 06:13:05 and created by Michael Colegrove
vehicle has never left the shop and was under warranty when dropped off when i was advised to pull engine apart and inspect and/or replace head gaskets

*** Web - Advice created on 01/12/2024 12:16:07 and created by Adam Kazarian ***

Advice 1: Hello Michael,

Any delays in repairs not completed prior to warranty expiring cannot be authorized after the fact.

As the vehicle is outside on time there is nothing we at Techline can authorize.

*** Case has been auto closed by the system on 01/28/2024 01:10:58 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 3

Prod Date: 06/26/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: IN016 Kia Store Clarksville

Phone: 8122884200 **FAX:** 8122187120

Contact: Michael Cranmer **Contact Title:** Other **Service District:** CE03

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Oil Filter

Resolution:

Case History

*** NOTES 08/01/2013 06:45 AM clarify Action Type: Manager review
*** Performed by contact: Michael Cranmer, 8122884200
*** This is a Request for Assistance ***

Problem Description :
vehicle has engine oil leak

Diagnostics Performed :
leak looks to be coming from around head gasket , this is the highest piont that i can find traces of oil on rear head next to firewall , oil can be seen on front side of cylinder head on left and right side next to intake, has this been seen before on other vehicles ?

*** PHONE LOG 08/01/2013 06:57 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please provide pictures of the concern. Attach them to the case or e-mail to dbrisky@kiausa.com and include the case number.

*** NOTES 08/05/2013 11:57 AM clarify Action Type: Manager review
*** Performed by contact: Michael Cranmer, 8122884200
Result of Advice 1:sent pictures to email provided

*** PHONE LOG 08/05/2013 12:06 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If you have verified the source of the leak as being from the head gasket then get DPSM approval to replace it.

*** PHONE LOG 10/02/2013 09:13 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: We are doing an audit on open cases and would like to know the status of this vehicle. If the vehicle is fixed, please update your notes and close the case.

*** CASE CLOSE 10/30/2013 07:58 AM clarify
*** Performed by contact: Michael Cranmer, 8122884200
replaced oil filter housing

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 1,666

Prod Date: 04/24/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: NC044 Joey Griffin Kia

Phone: 2529372222 **FAX:** 2529374035

Contact: Johnnie Edmondson **Contact Title:** Shop Foreman **Service District:** SO15

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 08/09/2013 08:19 AM clarify Action Type: Manager review
*** Performed by contact: Johnnie Edmondson, *03012011061017
*** This is a Request for Assistance ***

Problem Description :
leaking oil from the right head lower gasket

Diagnostics Performed :
cleaned ening of oil and installed oil dye in sytem found oil leaking from right head lower between block and head

*** PHONE LOG 08/09/2013 08:23 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact
Advice 1: This is not a common concern. You will need to repair or replace parts as necessary to fix the concern. Please contact your DPSM for authorization to remove the head if necessary.

*** CASE CLOSE 08/28/2013 11:49 AM clarify
*** Performed by contact: Johnnie Edmondson, *03012011061017
replaced right head gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 4

Prod Date: 07/25/2013 **Warranty Start Date:** 11/20/2013

Dealer/Contact Data:

Dealer: WY002 Kia of Cheyenne

Phone: 3077750123 **FAX:** 3077750125

Contact: Charles Lundquist **Contact Title:** Customer Relations **Service District:** SW08

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 10/09/2013 08:57 AM clarify Action Type: Manager review
*** Performed by contact: Chas Lundquist, *11222010135513
*** This is a Request for Assistance ***

Problem Description :
Enginee exhibits an external coolant leak between the cylinder head and head gasket.

Diagnostics Performed :
We have removed the head and had it milled and replaced the gasket. The leak is still present in the same location. Per our DPSM, please advise us how to proceed.

*** EMAIL OUT •Î°vR RHicks Action Type:Internal email
Send to:[LaChapelle, Paul [KMA]]
Paul,
It looks like this is going to have to re repaired with a New LONG BLOCK. Dealer may want to look at what a NEW short block and the NEW head that was machined replacement expense is
State repair disclosure laws may come into play here due to this is still a "NEW" vehicle being never sold.

Thanks
BOb

You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 949.470.7142 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_T2584251_RHicks_10-09-2013102213.doc>>

*** PHONE LOG 10/09/2013 09:27 AM Pacific Daylight Time RHicks Action Type:Web Contact
Chas,

*** CASE CLOSE 11/04/2013 09:45 AM clarify
*** Performed by contact: Chas Lundquist, *11222010135513
replaced with new longblock

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 8,397

Prod Date: 08/01/2013 **Warranty Start Date:** 11/20/2013

Dealer/Contact Data:

Dealer: PA068 Smail Kia

Phone: 7248377000 **FAX:** 7248308021

Contact: Robert Preston **Contact Title:** Dual Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 08/04/2014 12:11 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Preston, 7248377000
*** This is a Request for Assistance ***

Problem Description :
Coolant leak, causing engine to overheat. Engine stalled after received(overheated), and would not restart until temp lowered.

Inspected at another dealer in Florida on 2/4/14 at 3200 miles for a coolant leak, but none was found at that time.

Diagnostics Performed :
Found coolant leaking past squeeze clamp on upper heater core hose, at the heater core. Combustion chamber pressure leaking into cooling system, as engine RPM is raised the cooling system pressure increases.

No coolant in front cylinders, have not yet removed intake plenum to inspect rear cylinders. Suspecting warped head(s) at this time due to no start when hot.

*** PHONE LOG 08/04/2014 12:24 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Perform a cylinder leak down test to verify coolant leak into the combustion chamber. If air escapes through the cooling system then remove the cylinder heads and measure the head and block surface flatness as outlined in KGIS. If the heads or block are warped beyond specification then they will need to be replaced. DO NOT RESURFACE.

*** NOTES 08/04/2014 12:26 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Preston, 7248377000
Result of Advice 1:Just pulled DTCs and found a P0197(Engine oil temp sensor low input), and freeze frame shows coolant temp at 296F.
Additional Comments:Am proceeding with leakdown test at this time.

*** RESEARCH LOG 08/04/2014 12:34 PM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

** Admin Note ***
ervice alert escalated to CA as : K2765761 on 08/04/2014

*** NOTES 08/05/2014 04:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Preston, 7248377000
Performed cylinder leakdown test, bank 2 all good at 4-7%. Bank 1:#1-25% to cooling system, #3-25% to cooling system, and #5-50% to block(coming out breather and oil cap.
Additional Comments:Performed cylinder leakdown test, bank 2 all good at 4-7%. Bank 1:#1-25% to cooling system, #3-25% to cooling system, and #5-50% to block(coming out breather and oil cap.

*** PHONE LOG 08/05/2014 04:53 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Based omn the information you have provided I recommend contacting your DPSM for approval to replace the long block.

*** PHONE LOG 08/11/2014 08:26 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle? If it has been repaired then update the case and close it. Thanks.

*** NOTES 08/15/2014 07:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Preston, 7248377000
Result of Advice 1:Heads and block not warped. Awaiting gasket kit and parts to re-assemble.

*** RESEARCH LOG 08/15/2014 08:09 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** NOTES 09/21/2014 12:45 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Preston, 7248377000
Result of Advice 1:Upon re-assembly, 10 of 16 head bolts pulled the threads out of the block.
Additional Comments:Sent block to machine shop to have head bolt holes re-threaded, and advised that thread inserts could not be installed. Ended up replacing short block assembly.

*** CASE CLOSE 09/21/2014 12:47 PM clarify
*** Performed by contact: Robert Preston, 7248377000
Replaced short block assembly and assembled engine.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 4,599

Prod Date: 06/25/2013 **Warranty Start Date:** 01/25/2014

Dealer/Contact Data:

Dealer: FL117 Fuccillo Kia of Cape Coral

Phone: 2392427000 **FAX:** 2392427001

Contact: GERALD MANGINA **Contact Title:** Exclusive Kia Technician **Service District:** SO16

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 10/14/2014 04:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
*** This is a Request for Assistance ***

Problem Description :
coolant leak from RH exaust manifold gasket.

Diagnostics Performed :
No DTC's active or history. coolant resivior empty and radiator level low. possible bad head gasket or cyl. head. will pressure test and inspect system

*** NOTES 10/14/2014 04:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
coolant in exhaust and can see coolant drip from RH exhaust manifold gasket. no misfires or dtc's.
Additional Comments:coolant in exhaust and can see coolant drip from RH exhaust manifold gasket. no misfires or dtc's.

*** PHONE LOG 10/14/2014 04:47 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Can you pin point the source of the leak using dye?

*** NOTES 10/14/2014 04:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
Result of Advice 1:looks like it is coming out manifold bolt at cyl # 1. possible cracked head from over torqued exhaust bolt or hole was drilled to deep when made
Additional Comments:.

*** PHONE LOG 10/14/2014 05:04 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: Can you take a picture of the area and attach it to the case or e-mail it to dbrisky@kiausa.com.

*** NOTES 10/14/2014 06:04 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
Result of Advice 1:resent email with 4 pictures. hope you get it this time.

*** PHONE LOG 10/14/2014 06:22 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: I have not received any pictures yet.

*** NOTES 10/14/2014 08:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
Result of Advice 1:4 pictures in attachments.

*** PHONE LOG 10/14/2014 08:36 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Thanks for the pictures. Contact your DPSM for approval to replace the cylinder head if you have verified that iy is the source of the leak.

*** NOTES 10/14/2014 08:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Gerald Mangina, 2392427000
Result of Advice 1:need to have Service Alert For rental

*** PHONE LOG 10/14/2014 09:11 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Service Alert is created on your end. Please reference Pitstop article PS351.

*** CASE CLOSE 10/28/2014 04:05 AM clarify
*** Performed by contact: Gerald Mangina, 2392427000
replace RH cylinder head asm.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 8,609

Prod Date: 09/23/2013 **Warranty Start Date:** 06/13/2014

Dealer/Contact Data:

Dealer: CT031 Kia of East Hartford

Phone: 8602917000 **FAX:** 8603801004

Contact: thomas hill **Contact Title:** Exclusive Kia Technician **Service District:** EA03

Case Details:

Case Title: Engine - Overheats # Melted Cooling Components - Blown Head

Symptom: Damage (General)_Coolant **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 11/11/2014 07:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Hill, 8602917000
*** This is a Request for Assistance ***

Problem Description :
customer complaint is leaking coolant and overheating removed coolant cap found radiator and cap full of what looks like peanut butter no coolant in system filled with coolant and found lots of bubbles that keep coming up out of radiator cap found heater core lines melted and a big hole in the line that has coolant poring out of it all the other coolant lines are melted as well I think the head gaskets are blown and made the leak or the leak started and then blew the head gaskets but I think it needs a long block a radiator and coolant lines. what do you think?

Diagnostics Performed :
coolant leak test

*** PHONE LOG 11/11/2014 08:01 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Thomas, please take pictures of the melted components and the hole in the heater lines. E-mail all pictures to BLall@kiausa.com and include the case number in all e-mails.
Advice 2: Usually when a head gasket blows it is the result of overheating caused by another failure. From your description, it sounds like this vehicle was severely overheated. I do not know if the hole is a result of the severe overheating or the cause. It is very important after the repairs have been performed on this vehicle to check all cooling system components to make sure they are operating correctly including the thermostat and cooling fans.

Advice 3: Please perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs. Let me know what you find. Thanks.

*** PHONE LOG 11/11/2014 10:17 AM Pacific Daylight Time BLall-TL Action Type:Ltr/email/fax rec'd
Advice 1: Thomas, I got the pictures and have attached them to the case for reference. Please proceed with the previous

advice and let me know what the results of the testing is. Thanks.

*** NOTES 11/11/2014 11:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Hill, 8602917000
Result of Advice 1:performed cylinder leak test all cylinders had 0% leak down but when testing #2 if left pressurized for about 30 seconds coolant will start to leak out of one of the coolant hoses that are disconnected consistent drip.
Additional Comments:what would you like to do?

*** PHONE LOG 11/11/2014 12:05 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: I am not sure how it shows 0% leakage if it causes coolant to get pushed out. Your testing indicates to me that at the very least there is a blown head gasket, possibly damage to the head or block as well.
Advice 2: My recommendation is to contact your DPSM for authorization to remove the heads and inspect the head gasket and all surfaces and components for damage or to replace the long block. Thanks.

*** CASE CLOSE 12/03/2014 12:04 PM clarify
*** Performed by contact: Thomas Hill, 8602917000
short block cracked

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 18,666

Prod Date: 10/04/2013 **Warranty Start Date:** 12/07/2013

Dealer/Contact Data:

Dealer: WV014 Freedom Kia of Clarksburg

Phone: 3045667830 **FAX:** 3045667829

Contact: William Whaley ii **Contact Title:** Dual Technician **Service District:** SO05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 11/25/2014 12:33 PM clarify Action Type: Dealer contact
*** Performed by contact: William Whaley ll, 3045667830
*** This is a Request for Assistance ***

Problem Description :
coolant leak

Diagnostics Performed :
verified coolant leak front head gasket is seeping. has a geen residue along gasket and on manifold.

*** PHONE LOG 11/25/2014 12:42 PM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Thanks for the information. Please replace the head gasket. Let me know if you see any head or block damage when you get the head off.

*** NOTES 11/25/2014 12:46 PM clarify Action Type: Dealer contact
*** Performed by contact: William Whaley ll, 3045667830
Result of Advice 1:ok thanks. getteng a pwa.

*** PHONE LOG 11/25/2014 02:54 PM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Thanks

*** PHONE LOG 12/03/2014 12:27 PM Pacific Daylight Time dbrisky Action Type:Incoming call
Advice 1: Tech called in. Has a picture of the colant leak. E-mail to dbrisky@kiausa.com and include the case number.

*** PHONE LOG 12/03/2014 12:33 PM Pacific Daylight Time dbrisky Action Type:Ltr/email/fax rec'd

Advice 1: Thanks for the picture. Called tech and advised tech to replace the cylinder head.
[!<For Internal Use Only
picture attached>!]

*** CASE CLOSE 12/23/2014 05:22 AM clarify
*** Performed by contact: William Whaley ll, 3045667830
replaced cylinder head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 12,344

Prod Date: 01/01/2014 **Warranty Start Date:** 02/24/2014

Dealer/Contact Data:

Dealer: MD036 Timbrook Kia

Phone: 3017222511 **FAX:** 3017244156

Contact: Jason Becker **Contact Title:** Dual Technician **Service District:** SO11

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Leaking From Head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 12/17/2014 08:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Jason Becker, 3017222511
*** This is a Request for Assistance ***

Problem Description :
Customer had a complaint of coolant smell in vehicle.

Diagnostics Performed :
Looked under vehicle and saw dried coolant on the exaust manifold. Pulled the pre cat off and saw there was coolant coming out of the head its self and not out of the head gasket. Was wandering if there have been any other casses like this? Please advise if you have seen anything like this.

*** PHONE LOG 12/17/2014 08:58 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Jason, I have seen this concern a few times where there was a coolant leak from one of the exhaust studs. I think the hole may have been drilled to deeply. Please take pictures of the leak from the head and e-mail the pictures to BLall@kiausa.com and include the case numbers in all e-mails.
Advice 2: If you are sure the leak is from the head, then please replace the head with DPSM approval. Thanks.

*** NOTES 01/05/2015 01:12 PM clarify Action Type: Dealer contact
*** Performed by contact: Jason Becker, 3017222511
Result of Advice 1:We recived the new head and had it tested.
Result of Advice 2:Putting new head on vehicle.
Additional Comments:Just recived the valve guide seals for the new head. Will be putting engine back together this week.

*** RESEARCH LOG 01/05/2015 01:47 PM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.
*** Admin Note ***

Service alert escalated to CA as : K2864010 on 01/05/2015

*** CASE CLOSE 01/09/2015 04:57 AM clarify
*** Performed by contact: Jason Becker, 3017222511
Replaced Left Head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 13,070

Prod Date: 05/05/2014 **Warranty Start Date:** 07/04/2014

Dealer/Contact Data:

Dealer: AZ001 Royal Kia

Phone: 5207904132 **FAX:** 8006885034

Contact: Brad Johnson **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: MIL - PCM # P0306 CBU

Symptom: Warning Light On **DTC:** P0306

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 12/29/2014 10:04 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Johnson, *01182012102041
*** This is a Request for Assistance ***

Problem Description :
1000 miles ago veh had misfire cyl 3- cyl 6,found bad gas black grit,drained fuel tank and refill,veh returned today now cyl 6 misfire history ok now, ck per flow chart misfire now,cking fuel again

Diagnostics Performed :
cking flow chart ,fuel quality,presure,conn coil,injector,pcm,thanks for your help brad,2015 model

*** PHONE LOG 12/29/2014 12:09 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: If you do not find any deposits in fuel, rec replace feul injector in the affected cylinder and retest.

** Admin Note ***
ervice alert escalated to CA as : K2861168 on 12/30/2014

*** NOTES 01/05/2015 03:01 PM clarify Action Type: Dealer contact
*** Performed by contact: Karl Kompe, 5207904132
I have attached a picture of the underside of valve in number 6 cylinder. Just for your information there seems to be quite a bit of carbon for 11,000 miles.
Additional Comments:I have attached a picture of the underside of valve in number 6 cylinder. Just for your information there seems to be quite a bit of carbon for 11,000 miles.

*** PHONE LOG 01/05/2015 03:10 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thank You for the information good job.

*** CASE CLOSE 01/12/2015 11:44 AM clarify
*** Performed by contact: Brad Johnson, *01182012102041
replace injectors3-6

*** PHONE LOG 07/10/2015 02:16 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Tech called in to have the case reopened and stated this is the 4th time in with this concern. He has verified at this visit cold start # 6 cylinder will misfire I recommended to test fuel quality and make sure there is no high alcohol content and inspect all cylinders for excessive carbon and report. I would suggest to replace all injectors with DPSM approval and reinspect operation.

*** PHONE LOG 07/16/2015 07:52 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please send the pictures to elancaster@kiausa.com and be sure to include the case number.

*** NOTES 07/16/2015 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Johnson, *01182012102041
Result of Advice 1:the pictures have been sent to you
Additional Comments:advisor just told me the cust is considering lemon law buy-back-thanks

*** PHONE LOG 07/16/2015 08:58 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the pictures I had attached them to the case. Please contact your DPSM for approval to send the heads out to clean all the carbon off the valves and reinstall and possible new injectors, and reference the TSB FUE 022 to the customer.
[!<For Internal Use Only
See attached pictures. >!]

*** NOTES 07/27/2015 03:39 PM clarify Action Type: Dealer contact
*** Performed by contact: Brad Johnson, *01182012102041
Result of Advice 1:heads returned today and installing rh head,torq to 30 and then 2nd torq of 12o deg ,and bolt spun in #4 torq seq.,removed rh head and threads pulled in block,using new head bolts,with no oil as specified-looks as if will need a engine-while removing heads per kia procedure,1 bolt came out with ease compared to all other head bolts,torq to yield,possibly this was the hole-thanks brad

*** PHONE LOG 07/28/2015 07:15 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the information please contact your DPSM for approval to replace the engine.

*** NOTES 08/04/2015 01:02 PM clarify Action Type: Dealer contact
*** Performed by contact: Brad Johnson, *01182012102041
Result of Advice 1:replaced short block,installed machine shop repaired heads,new head bolts,fuel high presure line,6 injectors,spark plugs-gaskets,seals
Additional Comments:road test 13 miles all normal

*** CASE CLOSE 08/04/2015 01:04 PM clarify
*** Performed by contact: Brad Johnson, *01182012102041
cyl heads all cleaned,new short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 7,329

Prod Date: 08/05/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NC031 Chris Leith Kia

Phone: 9195542900 **FAX:** 9195562744

Contact: MATTHEW STEVENS **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 01/02/2015 04:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Stevens, 9195542900
*** This is a Request for Assistance ***

Problem Description :
coolant is leaking from bank1 cylinder head gasket making a crusty trail down the side of the block.

Diagnostics Performed :
have there been problems with head gaskets or possibly defects in head or block mounting surfaces?

*** PHONE LOG 01/02/2015 06:26 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello Matt, I have seen a few cases on these and found a coolant leak from a bolt hole that is not used so it is an open passage. If the hole was drilled to far that will cause a leak and makes it look like a head gasket leak. I would remove the exhaust manifold on that side and think you find this is the concern. If you can not tell pressure the cooling system and recheck.
If you find this is the concern then install a plug into the threads with sealant. Then recheck by pressurizing the cooling system one more time. Let me know Thanks.

*** CASE CLOSE 02/04/2015 02:37 PM clarify
*** Performed by contact: Matthew Stevens, 9195542900
removed bank 1 exhaust manifold. cleaned off crust build up from slow coolant leak coming from unused threaded hole behind manifold. made a flush break away bolt with sealant on threads.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 14,024

Prod Date: 11/06/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: FL072 Family Kia of St. Augustine

Phone: 9048080542 **FAX:** 9047979541

Contact: MIKE HAMMER **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 01/02/2015 06:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Charles Hammer, 9048080542
*** This is a Request for Assistance ***

Problem Description :
Customer states heavy amount of white smoke coming out of exaust

Diagnostics Performed :
Perform test drive and verified concern. Perform diagnosis with combustion leak tester and found coolant contaminated with exhaust gases. Appears to be headgasket leak. Please advise, Thank you.

*** PHONE LOG 01/02/2015 07:02 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Perform a cylinder leak down test to try and determine the source of the leak.

*** NOTES 01/05/2015 07:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Charles Hammer, 9048080542
Result of Advice 1:When disassemble engine found rear head bolts in center of head were loose. That is the headgasket that was leaking
Additional Comments:Should we had head checked for warpage and damage or replace the head? Thanks.

*** PHONE LOG 01/05/2015 07:53 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Yes. Check the cylinder head and block surface flatness with a straight edge as outlined in KGIS.
*** Admin Note ***
Service alert escalated to CA as : K2864006 on 01/05/2015

*** CASE CLOSE 01/26/2015 02:47 PM clarify
*** Performed by contact: Charles Hammer, 9048080542

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 4,070

Prod Date: 04/09/2014 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: FL109 Deland Kia

Phone: 3867347800 **FAX:** 3867340618

Contact: **Contact Title:** **Service District:** SO03

Case Details:

Case Title: Fluid Leak - Cooling system coolant # exhaust manifold gasket area

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 01/07/2015 08:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Eric Schramm, 3867347800
*** This is a Request for Assistance ***

Problem Description :
Can smell coolant and resevoir low.

Diagnostics Performed :
Inspection revealed coolant leaking from LH exhaust manifold gasket area. Performed coolant system pressure test. Started at 15 PSI and in approx. 30 minutes dropped 4-6 PSI and coolant had seaped out of manifold gasket area. performed cylinder leak down test on cylinders 2,4, and 6. All had 100% leak down with air escaping from throttle body. I have not performed leak down test on RH bank but will if tech line requests.

*** PHONE LOG 01/07/2015 08:31 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello, I have seen a few cases on these and found a coolant leak from a bolt hole that is not used so it is an open passage. If the hole was drilled to far that will cause a leak and makes it look like a head gasket is leaking. I would remove the exhaust manifold on that side and think you find this is the concern. If you cannot tell pressure the cooling system and recheck. If you find this is the concern then install a plug into the threads with sealant. Then recheck by pressurizing the cooling system one more time. Let me know Thanks.

*** PHONE LOG 01/08/2015 10:43 AM Pacific Daylight Time DRichmond Action Type:Incoming call
Advice 1: Tech called in, states is it leaking from a few the bolt holes and wanted to know what kind of sealant to try. Advised tech sealant that will resist heat a coolant. perform the repair and pressure test again before re-installing the manifold.

*** NOTES 01/10/2015 12:08 PM clarify Action Type: Dealer contact
*** Performed by contact: Eric Schramm, 3867347800
Result of Advice 1:Installede a plug fabricated from an exhaust manifold stud with Kia gray rtv silicone gasket maker applied into three blank holes and two manifold studs. I let rtv cure for approx. 3 hours then pressure tested. I still have coolant seaping from one of the blank holes.

*** PHONE LOG 01/10/2015 01:30 PM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: does this blank hole have threads like the others or ? Thanks.

*** NOTES 01/12/2015 04:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Eric Schramm, 3867347800
Result of Advice 1:Yes it does. I applied Kia gray silicone rtv to the threads and let cure for approx. 3 hours before I pressure tested. Do you recommend I retry this one?

*** PHONE LOG 01/12/2015 06:12 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Lets try this one more time, if no help might need to replace the head.

*** PHONE LOG 01/12/2015 10:02 AM Pacific Daylight Time DRichmond Action Type:Incoming call
Advice 1: Tech called, still leaking and knows it's leaking form the cylinder casting. Advised tech to replace the cylinder head to repair this concern.

*** PHONE LOG 01/14/2015 07:19 AM Pacific Daylight Time DRichmond Action Type:Incoming call
Advice 1: Tech is replacing the head and wanted to know if it is ok to re0use original parts or use all new parts.
Advised tech in the case, where the complaint was only a coolant leak, as long as the vehicle did not over heat re-using original parts will be fine but replace any seal such as cams shaft and so on.

*** NOTES 01/15/2015 05:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Eric Schramm, 3867347800
Result of Advice 1:Upon removal of LH cylinder head assy., found coolant in cylinder #6 and evidence of possible wall scarring. Please advise.

*** PHONE LOG 01/15/2015 05:57 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello Eric, if cylinder looks damaged then contact DPSM for long block approval. Thanks.
*** Admin Note ***
Service alert escalated to CA as : K2871771 on 01/15/2015

*** NOTES 01/20/2015 05:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Eric Schramm, 3867347800
Upon opening crate the engine assy was shipped in, inspection revealed the LH cam sensor broken and the oil fill neck broken off of the LH valve cover. I exchanged the valve cover with the original engine assembly's cover.
Additional Comments:Upon opening crate the engine assy was shipped in, inspection revealed the LH cam sensor broken and the oil fill neck broken off of the LH valve cover. I exchanged the valve cover with the original engine assembly's cover.

*** CASE CLOSE 01/20/2015 05:43 AM clarify
*** Performed by contact: Eric Schramm, 3867347800
R&R long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 29,581

Prod Date: 04/08/2013 **Warranty Start Date:** 05/08/2013

Dealer/Contact Data:

Dealer: UT011 Young Kia

Phone: 8014442277 **FAX:** 8014441166

Contact: Matthew Harms **Contact Title:** Dual Technician **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 01/08/2015 04:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Harms, 8014442277
*** This is a Request for Assistance ***

Problem Description :
The customer came in due to there heater not being hot. Found that the coolant is low. the vehicle is loosing coolant.

Diagnostics Performed :
The first time this vehicle came in for this concern. I found that the Thermostat/coolant pipe assembly was leaking and replaced it. Blead the air out of the system. The vehicle came back. I found the system low again, so I topped it off. Double checked for an external coolant leak. found no leak. The system is now low yet again. There is a faul smell coming from the coolant system, Like exhaust or a burnt oil type smell. You can see air bubbles in the reservoir. Already replaced the radiator cap with a known good part.

*** NOTES 01/08/2015 04:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Harms, 8014442277
Im suspecting faulty head gaskets. The field service tech was here and he suspects the same.
Additional Comments:Im suspecting faulty head gaskets. The field service tech was here and he suspects the same.

*** PHONE LOG 01/08/2015 04:29 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Can you do a block test and inspect the cooling system for exhaust gases, if test results in exhaust gas in cooling system rec contact DPSM for approval to remove cylinder head and inspect.

** Admin Note ***
ervice alert escalated to CA as : K2866753 on 01/08/2015

*** NOTES 01/30/2015 04:40 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Harms, 8014442277

Block test failed. Pulled the heads off to inspect. Found sights that the bank 2 headgasket was blown around cylinder 6. Cleaned and inspected the heads, They are good with no warpage or cracks. While assembling the engine found that one of the head bolt holes on bank 2 was damaged, this is most likely the cause of the blow head gasket. DPSM approved replacement of the short block. everything seems good at the moment
Additional Comments:Block test failed. Pulled the heads off to inspect. Found sights that the bank 2 headgasket was blown around cylinder 6. Cleaned and inspected the heads, They are good with no warpage or cracks. While assembling the engine found that one of the head bolt holes on bank 2 was damaged, this is most likely the cause of the blow head gasket. DPSM approved replacement of the short block. everything seems good at the moment

*** PHONE LOG 02/02/2015 07:50 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Good job, thank you for the update.

*** CASE CLOSE 02/02/2015 08:22 AM clarify
*** Performed by contact: Matthew Harms, 8014442277
replaced the short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,552

Prod Date: 05/08/2013 **Warranty Start Date:** 08/05/2013

Dealer/Contact Data:

Dealer: TX021 Dennis Eakin Kia

Phone: 2546992909 **FAX:** 2549532430

Contact: JOSH MARTIN **Contact Title:** Exclusive Kia Technician **Service District:** SW06

Case Details:

Case Title: Engine Mechanical # Threads pulled out of block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 01/15/2015 06:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Josh Martin, 2546992909
*** This is a Request for Assistance ***

Problem Description :
vehicle initially came in for a coolant leak

Diagnostics Performed :
was determined to be coming from the corner of the head gasket. service manager approved tear down of the head to send it to machine shop for inspection...while pulling the head bolts we found that the threads had been pulled out with the bolt closest to the leaking corner. vehicle will need a short block. manager wants techline confirmation before he will approve a short block

*** PHONE LOG 01/15/2015 06:48 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Josh, if there was a coolant leak from the head gasket and the threads in the block for the head bolt are damaged, my recommendation is to replace the short block and send the head to be checked and if warped to replace the head as well (it is likely warped from the uneven clamping pressure of the head bolts). It may be more efficient to replace the long block in this situation but it is up to your DPSM how they want you to proceed.
Advice 2: Please contact the DPSM for approval to replace the short block and check/replace the head as needed or to replace the long block. Thanks.

*** CASE CLOSE 01/21/2015 06:35 AM clarify
*** Performed by contact: Josh Martin, 2546992909
replaced long block assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 8,554

Prod Date: 03/03/2014 **Warranty Start Date:** 12/05/2014

Dealer/Contact Data:

Dealer: MD051 Jones Kia

Phone: 4108771700 **FAX:** 4108778491

Contact: Michael Woodson **Contact Title:** Shop Foreman **Service District:** SO10

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** NOTES 01/29/2015 02:49 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
*** This is a Request for Assistance ***

Problem Description :
C/S AFTER DRIVING HOME FROM WORK, PARKED CAR IN GARAGE. CAME OUT NEXT MORNING, PUDDLE OF COOLANT ON FLOOR. HAD CAR TOWED TO SHOP.

Diagnostics Performed :
COOLANT OVER FLOW BOTTLE HAD DRIED COOLANT ON OUTSIDE OF BOTTLE.

I PLACED COOLANT FUNNEL ON RADIATOR AND FILLED SYSTEM. I LET THE CAR RUN FOR OVER AN HOUR, BUBBLES KEPT BURPING THROUGH THE FUNNEL. COOLANT SEEMS OILY.

SUGGEST DISASSEMBLE ENGINE FOR HEAD GASKET ISSUE OR LONG BLOCK?

*** PHONE LOG 01/29/2015 03:02 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Michael. Is the cooling fan working okay? Perform a block check and see if it fails the test.

*** NOTES 01/30/2015 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING HEAD GASKET LEAK.

*** NOTES 01/30/2015 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING

HEAD GASKET LEAK.
Additional Comments:Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING HEAD GASKET LEAK.

*** NOTES 01/30/2015 08:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING HEAD GASKET LEAK.
Additional Comments:Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING HEAD GASKET LEAK.
Additional Comments:Result of Advice 1:COOLING FANS OPERATE AS NORMAL. HEAD GASKET TESTER CHANGED COLORS INDICATING HEAD GASKET LEAK.

*** PHONE LOG 01/30/2015 08:35 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Michael. I got your last notes 6 times. Get approval for tear down and inspect for damage.

** Admin Note ***
ervice alert escalated to CA as : K2882208 on 02/02/2015

*** CASE CLOSE 02/06/2015 04:27 AM clarify
*** Performed by contact: Michael Woodson, 4108771700
replaced head gaskets

*** PHONE LOG 03/10/2015 10:50 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Problem Description :
C/S COOLANT LEAKING AGAIN

Diagnostics Performed :
TECH REPLACED COOLANT PIPE ASSY LAST VISIT.
TECH PRESSURIZED SYSTEM
TECH FOUND LINES GOING TO HEATER CORE LEAKING AT HEATER CORE

MUST MAKE A REPEAT REPAIR PER KIA

Advice 2: Please take pictures of leaks and e-mail to elancaster@kiausa.com so I can attach to case. Please repair coolant leak and pressure test after repair and road test. Clean coolant from engine area after repair.

*** NOTES 03/11/2015 10:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:Replaced hoses. Bleeding cooling system. Cooling fans are not coming on. They will come on with a/c on. Water temp is up to 196 degrees. Unplugged cooling fan. Have 14 volts on red wire and ground on the black wire.
Result of Advice 2:.

*** PHONE LOG 03/11/2015 12:06 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: If there is B + at pin 2 of the relay. as pin 3 is direct to ground does the relay activate ? if so does voltage go to pin 1 of the cooling fan controller,? if it does and the fan is not coming on, the fan controller may be faulting, or the pcm may not be sending signal to the controller, activation of the fan may be available with the gds. Thanks.

Advice 2: The PCM will send pulse width signal to the cooling fan controller pin 2 of connector E68-B. If all is good then please replace fan controller with known good and reinspect operation.

*** NOTES 03/11/2015 01:07 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:On connector E67....im showing power at both pins when everything is plugged in. On connector E68-B, I

have ground on pins 1 and 3. On connector E68-C, I am showing power on both pins when plugged in. If I disconnect connector E68-C, and touch the pins, I am showing power on pin 1 and ground on pin 2.

I am showing power on pin 1 of connector E68-A.
Result of Advice 2:.
Additional Comments:.

*** PHONE LOG 03/11/2015 01:42 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please install the cooling fan controller and reinspect operation of fans.

*** NOTES 03/13/2015 04:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:Replaced cooling fan controller.....fans still inop when car gets hot. Fans do come on when a/c compressor is activated.

*** NOTES 03/13/2015 07:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:drove cars ...fans are no operating as design

*** PHONE LOG 03/13/2015 07:27 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Michael, I tried calling the dealer to discuss this case and have been on hold for over 15 minutes while you added the last note. Are the fans working now? I think you may have made a typo in last note. Please let me know, and if you need assistance please call me. thanks.

*** NOTES 03/14/2015 12:06 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Woodson, 4108771700
Result of Advice 1:I'm sorry about that! Fans are working. Pressure tested cooling system. No leaks. Fans working as design. Compared to another sorento. Thanks for all of your help!

*** CASE CLOSE 03/14/2015 12:07 PM clarify
*** Performed by contact: Michael Woodson, 4108771700
cooling fan controller

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,878

Prod Date: 03/22/2013 **Warranty Start Date:** 01/02/2014

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650 **FAX:** 9103501667

Contact: William Lucas **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Smokes #

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 02/11/2015 05:52 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
*** This is a Request for Assistance ***

Problem Description :
customer states that smoke is coming out of the exhaust all the time even after warm up.

Diagnostics Performed :
There are no stored codes in the vehicle. When starting up vehicle the exhaust emits a white/dark smoke even after warm up, when giving the vehicle gas the smoke gets worse, out of the tail pipe water and a lot of carbon/black gunk is falling out. the first oil change was at 5754, the second was at 11,117, and the third is today 2/11/15 at 15,878. I do not know where to go from here any information you have would be helpful, thank you.

*** PHONE LOG 02/11/2015 06:32 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello, did you check the oil level, was the oil level low?
Advice 2: Next please check the Live LT fuel trim number when hot at idle. based on you notes it sound like it's running to rich.
Advice 3: Might need to remove the spark plugs and inspect. notes what each cylinder looks like. See if plugs shows signs of oil burning.

*** NOTES 02/11/2015 07:04 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:the oil level was 1/2 a quart low
Result of Advice 2:Lt bank 1- 1.0

Ltbank 2- 1.0
Result of Advice 3:The plugs are oil fouled

*** PHONE LOG 02/11/2015 07:21 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Thanks, we need to perform compression and leak down test on all cylinder and please note the readings. Then for the leak down note where the air is going such as crank case, intake or exhaust. Thanks.

*** NOTES 02/11/2015 11:05 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:trying to run the compression test, what command do I use in the gds to get the engine to turn over

*** PHONE LOG 02/11/2015 11:10 AM Pacific Daylight Time DRichmond Action Type:Outgoing call
Advice 1: There is not one, disable the fuel system and crank the engine over to perform the compression test.

*** NOTES 02/11/2015 11:52 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:I have 180-182 psi compression across the board, while performing the compression test I noticed the intake values are excessively fuzzy from oil deposit. knowing this should I continue with the leak down test?

*** PHONE LOG 02/11/2015 12:15 PM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Do the leak down to see where the air is going. Thanks.

*** NOTES 02/11/2015 01:26 PM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:while using my snap-on leak down tester I have an adapter attached to the hose so it will fit into the plug hole, when I get the leak down set to set pressure there is no leak indicated on the gauge on 1,2, and 4. if I hold the pressure on it to long it blows the o-ring on the leak down hose.

*** PHONE LOG 02/12/2015 06:17 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Pull the intake and exhaust manifold, look at the valve stems through the intake and exhaust ports, do you see oil on the valve stems?

*** NOTES 02/12/2015 11:59 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:on the intake side yes its burnt old oil. looks like old caked on oil deposits on the intake side, on the exhaust side everything looks normal.

*** PHONE LOG 02/12/2015 01:17 PM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: That means the valve stem seals are leaking if you are seeing oil in the valve stems so replace the seals and clean the valves and have the head checked if need be. Replace the spark plugs also. Then retest.
Advice 2: Also make sure the PCV valve is not sticking and have vacuum to the valve.

*** NOTES 02/26/2015 06:36 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lucas, 9103501650
Result of Advice 1:removed heads to have valve seals installed. cylinder 2 upper head bolt was seized. it pulled the threads out of the engine block. Suggestions?
Result of Advice 2:cylinder 2 head bolt seized and pulled threads out of engine block

*** PHONE LOG 02/26/2015 06:52 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: If this was anything but a head bolt I would say use a thread repair kit but since this is a head bolt, I will say contact DPSM for at least a short block replacement depending on what you find with the head. Thanks.
*** Admin Note ***
Service alert escalated to CA as : K2897762 on 02/26/2015

*** CASE CLOSE 03/05/2015 05:32 AM clarify
*** Performed by contact: William Lucas, 9103501650
replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 9,778

Prod Date: 03/25/2014 **Warranty Start Date:** 05/31/2014

Dealer/Contact Data:

Dealer: GA054 Kia Atlanta South

Phone: 7709683400 **FAX:** 7709616279

Contact: Michael Harris **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Replaced cylinder head .

Case History

*** NOTES 02/19/2015 02:49 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Harris, 7709644900
*** This is a Request for Assistance ***

Problem Description :
vehicle arrive at shop for oil change and tire rotation. in the process of performing visual inspection, tech notice and unusual amount of coolant residue on engine block

Diagnostics Performed :
performed pressure test. and gauge indicated that there is a leak. inspected under vehicle and saw where coolant in seeping around the exhaust manifold and gasket.

*** PHONE LOG 02/19/2015 03:24 PM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Michael, thanks before doing any dismantling to repair this leak, please take picture of the affected area, and do a block check to see if loss of coolant caused an overheat condition, affecting the head gasket, thanks Michael .

*** NOTES 02/20/2015 06:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Harris, 7709644900
Result of Advice 1:no complaint of over heating. did notice that radiator and reservoir was low in coolant when we performed pressure test. do you have an email address that I may inbox these photos

*** NOTES 02/20/2015 06:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Harris, 7709644900
Result of Advice 1:there is coolant seeping the studs and gasket of the exhaust manifold

*** PHONE LOG 02/20/2015 07:51 AM Pacific Daylight Time JBrookes Action Type:Outgoing call

Advice 1: Michael thank, here is my e-mail jbrookes@kiausa.com thank you, please let me know how the repair proceeds.

*** NOTES 02/24/2015 10:05 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Harris, 7709644900
Result of Advice 1:Was able to forward the photos to your email account.
Additional Comments:as far as repair none have been made at this time. Suspect head replacement.

*** PHONE LOG 02/24/2015 10:30 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Michael thanks for the information, I have not yet seen the pictures, (did you perhaps omit the E from my last name?) thanks .

*** NOTES 02/24/2015 10:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Harris, 7709644900
Result of Advice 1:no I did not so there is no E in your last name so its jbrooks and not jbrookes @kiausa.com

*** PHONE LOG 02/24/2015 11:01 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Michael, there is letter E in my last name, and it has been missed before, that is the only reson I mentioned, it sorry, in any event I have not yet received the pictures yet, and I do agree that the head may need replacing. contact the dpsm for authorization to replace the head, thanks.

** Admin Note ***
ervice alert escalated to CA as : K2896165 on 02/24/2015

*** CASE CLOSE 03/19/2015 09:24 AM clarify
*** Performed by contact: Michael Harris, 7709644900
replaced cylinder head

*** CASE CLOSE 03/19/2015 03:07 PM Pacific Daylight Time JBrookes

Resolution Code: Damaged Component
CLOSING COMMENTS
Replaced cylinder head .

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,052

Prod Date: 10/07/2013 **Warranty Start Date:** 11/30/2013

Dealer/Contact Data:

Dealer: TX018 Bert Ogden Kia

Phone: 9565193333 **FAX:** 9563834944

Contact: JUAN BERNAL **Contact Title:** Dual Technician **Service District:** SW05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # head area

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 03/11/2015 01:56 PM clarify Action Type: Dealer contact
*** Performed by contact: Juan Bernal, *08232010063514
*** This is a Request for Assistance ***

Problem Description :
Customer states there is a coolant smell when veh. is on and when shutting off. I duplicated the concern and found dried coolant accumulation on front cylinder head. (can I get an email to send pictures please)

Diagnostics Performed :
I performed a pressure test on coolant system and was not abel to see where leak was coming from. Pressure was droping very little. I had to removed exhaust manifold to see where it was coming from and it is coming from cylinder head ares. Looks like there is a tiny crack on the head.

*** PHONE LOG 03/11/2015 02:36 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: Juan, if you have performed a cooling system pressure test and it appears to be coming from the head then you'll need to determine if its the head gasket or porious head casting that is at fault. If it's a porious head then it would have to be replaced . If it's a head gasket (also do cylinder leakdown testing with radiator cap removed on all cylinders) then just replace the head gasket .

*** CASE CLOSE 04/22/2015 08:17 AM clarify
*** Performed by contact: Juan Bernal, *08232010063514
Replaced right side cylinder head. assembled engine, performed pressure test, no more leak detected.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 1,839

Prod Date: 06/27/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: GA074 Jeff Smith Kia

Phone: 4789888444 **FAX:** 4789875449

Contact: Robert Flewellyn **Contact Title:** Exclusive Kia Technician **Service District:** SO06

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Engine)

Resolution:

Case History

*** NOTES 03/24/2015 04:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Flewellyn, 4789888444
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES VEHICLE IS LEAKING COOLANT

Diagnostics Performed :
PULLED VEHICLE IN SHOP PREFORMED COOLANT PRESSURE TEST VEHCILE WAS LOOSING PRESSURE BUT VERY VERY SLOWLEY PUT VEHCILE ON RACK AND RASIED UP IN THE AIR REMOVED DUST COVER FOUND TRACES OF COOLANT ON STARTER AND BOTTOM OF EXHAUST MANIFOLD ON FRONT HEAD OF MOTOR VERIFIED THAT COOLAT IS NOT COMING FROM THERMOSTATE HOUSING COOLANT ONLY ON EXHAUST AND DRIPPING DOWN ATTACHED PICTURES

*** PHONE LOG 03/24/2015 05:05 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Contact your DPSM for approval to remove the front cylinder head for inspection.

*** NOTES 03/27/2015 04:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Flewellyn, 4789888444
Result of Advice 1:removed head and had head sent off to machine shop head came back and checked out ok not cracked

*** PHONE LOG 03/27/2015 04:51 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Hopefully the machine shop did not surface the head, if they did it will now need to be replaced. If the cylinder head and block surface flatness is with in specifications then install a new head gasdket and reassemble.

*** NOTES 03/27/2015 04:54 AM clarify Action Type: Dealer contact

*** Performed by contact: Robert Flewellyn, 4789888444
Result of Advice 1:the did not surface the head they just pressure checked it and said it was flat did not need to be machined

*** PHONE LOG 03/27/2015 05:03 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Does it appear that the leak was coming from the head gasket?

*** NOTES 03/27/2015 05:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Flewellyn, 4789888444
Result of Advice 1:yes from what I saw it was either head was gonna be warped or a faulty head gasket from factory it was more like the head gasket was faulty around the cylinder walls though as there was traces of coolant on valves

*** PHONE LOG 03/27/2015 05:13 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If the block surface flatness is with in specifications then reinstall the head with a new gasket and report your results.

*** CASE CLOSE 04/02/2015 10:04 AM clarify
*** Performed by contact: Robert Flewellyn, 4789888444
replaced head gasket

*** NOTES 04/03/2015 10:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Flewellyn, 4789888444
Result of Advice 1:vehicle is back after head gasket replacement, vehicle is still leaking coolant in the same area (exhaust port) driping down the cat and on the the starter and then to the floor attached another picture in case

*** PHONE LOG 04/03/2015 10:44 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Tech called in and stated the vehicle returned, upon inspection found coolant leaking from the same spot as before cylinder head where the exhaust manifold bolts to the cylinder head. I asked him to take another picture of the leak and send to elancaster@kiausa.com and include the case notes.
Advice 2: It sounds like coolant is coming from the cylinder head threads for the exhaust manifold studs, please confirm and report.

*** NOTES 04/03/2015 11:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Flewellyn, 4789888444
Result of Advice 1:email with picture sent to above stated email
Result of Advice 2:appears coolant is only coming from left cylinder head and it is coming from exhaust ports

*** PHONE LOG 04/03/2015 12:54 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thank you for the picture, please contact your DPSM for cylinder head replacement.

** Admin Note ***
ervice alert escalated to CA as : K2921236 on 04/03/2015

*** CASE CLOSE 11/11/2015 03:51 PM Pacific Daylight Time JLancaster-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 17,201

Prod Date: 04/28/2014 **Warranty Start Date:** 06/09/2014

Dealer/Contact Data:

Dealer: VA054 Pearson Kia

Phone: 8049650200 **FAX:** 8049775004

Contact: Jonathan Nault **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 03/30/2015 04:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Nault, 8049650200
*** This is a Request for Assistance ***

Problem Description :
customer states they smell coolant

Diagnostics Performed :
inspected and found coolant buildup on rh cylinder head under exhaust manifold and above the headgasket. There are no freeze plugs or coolant lines anywhere in the area. coolant not present above manifold.

*** PHONE LOG 03/30/2015 04:46 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Can you determine the source of the leak by pressure testing the system? Head gasket? Cylinder head?

*** NOTES 03/30/2015 04:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Nault, 8049650200
Result of Advice 1:seems to be coming from above the headgasket.

*** PHONE LOG 03/30/2015 04:55 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Can you clean the area and install dye into the system to verfiy?

*** NOTES 03/30/2015 07:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Nault, 8049650200
Result of Advice 1:installed dye and found coolant to be coming from headgasket and blowing up the backside of the cylinder head

*** PHONE LOG 03/30/2015 07:44 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Remove the cylinder head and inspect the block and head surface flatness with a precision straight edge and report your results.

*** NOTES 04/15/2015 06:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Nault, 8049650200
Result of Advice 1:removed cylinder head and found nothing warped. did see some questionable casting on the cylinder head. took pictures and sent to dpsm and field tech rep. dpsm authorized cylinder head replacement. waiting on parts now.

*** RESEARCH LOG 04/15/2015 06:49 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** CASE CLOSE 05/19/2015 10:59 AM clarify
*** Performed by contact: Jonathan Nault, 8049650200
replaced rh cylinder head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 25,348

Prod Date: 07/22/2013 **Warranty Start Date:** 09/28/2013

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441 **FAX:** 4323325208

Contact: Milton Williams **Contact Title:** Shop Foreman **Service District:** SW09

Case Details:

Case Title: HVAC - Heater Inop # low on coolant

Symptom: Heater Controls Inop **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 04/29/2015 04:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Marafioti, 4323320441
*** This is a Request for Assistance ***

Problem Description :
customer states heater doesnt get warm and blows colder at stopes

Diagnostics Performed :
checked coolent levels,coolent levels low .. the veh was here a couple weeks back for the same thing another tech before that replaced a hose , so we pressured tested coolent system .coolent system held pressure . could not find any leaks then.looks like dried coolant on back side(towards firewall) of cylinder block(just below head gasket surface).You guys seen this?Could be bad pressure cap(intermittenly)?Thanks

*** PHONE LOG 04/29/2015 05:13 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello Chris, first I would confirm if the hose that was replaced is close to the location where you are seeing the dried coolant even just so we know. If it came in 2 times for low coolant it has to be going somewhere. Im concern with possible head gasket leak or coolant getting into the cylinders so how does this engine run? Any problems?
You could pull the spark plug and look for signs of coolant on the plugs and in the cylinder with boroscope. Then go from there.

*** NOTES 04/29/2015 05:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Hello Dave,this is milton williams.It is the head gasket,e-mailed you a couple pictures.Thanks

*** PHONE LOG 04/29/2015 06:25 AM Pacific Daylight Time DRichmond Action Type:Outgoing call
Advice 1: I received the pictures and will attach them to the case.
Advised tech to remove the manifold and look for a leak form a NON used bolt hole and see if that is where the leak is coming

from before we go after a head gasket. Thanks.

*** PHONE LOG 05/07/2015 11:21 AM Pacific Daylight Time JThompson-TL Action Type:Incoming call
Advice 1: Milton called in stating they verified leak from head gasket. Upon reinstalling and torquing cyl. head one of the head bolts pulled out the threads from the block. Advised to contact DPSM for authorization on how to proceed with repair.

*** NOTES 05/07/2015 11:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Don,please change case to my name.Call me(928)897-9243.Thanks

*** CHNG CONTACT 05/07/2015 12:28 PM Pacific Daylight Time DRichmond
Contact changed from Christopher Marafioti at Kelly Grimsley Kia to Milton Williams at Kelly Grimsley Kia. Former primary phone: (432) 332-0441. Former alternate phone: .

*** PHONE LOG 05/07/2015 12:36 PM Pacific Daylight Time DRichmond Action Type:Outgoing call
Advice 1: Called tech per request. Tech was following the procedure on KGIS for head bolt tightening torque and the threads pulled out of the block on the same bolt where the original gasket was leaking. I verify the specs that MIlton was following and tech was following the correct specs and procedure. I copied them in below.
Tightening torque
Head bolt:
37.3 ~ 41.2 N.m (3.8 ~ 4.2 kgf.m, 27.5 ~ 30.4 lb-ft) + (118 ~ 122°) + (88 ~ 92°)
Advised tech to contact DPSM for approval based on what parts are available either long block incase head is warped or short block and related components.

** Admin Note ***
ervice alert escalated to CA as : K2943310 on 05/07/2015

*** NOTES 06/02/2015 04:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
We are going in with long block today,hopefully running tomorrow,Thanks Don
Additional Comments:We are going in with long block today,hopefully running tomorrow,Thanks Don

*** PHONE LOG 06/02/2015 05:16 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Thanks for the update Milt. Have a good day.

*** NOTES 06/04/2015 04:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Morning Don,Got long block in & running.Fuel leaking from injector rail area(Came pre installed on long block).Can see enough to know not leaking where fuel tubes mount to rail,gotta be way up under lower intake?

*** PHONE LOG 06/04/2015 05:42 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Based on what you are explaining I would agree so lets take a look at and see what you can see. Thanks.

*** NOTES 06/05/2015 01:21 PM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:fuel leak fixed,everything seems good.check engine lamp on(p0366),i know it exhaust cam sensor.KGIS does not tell weather towards radiator or firewall(i think it towards firewall)?Thanks

*** PHONE LOG 06/05/2015 01:26 PM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: NO problem Milt. The code is for Bank 1 exhaust which bank one is firewall side. have a good week end.

*** CASE CLOSE 06/08/2015 04:59 AM clarify
*** Performed by contact: Milton Williams, 4323320441
improper sealed head gasket.replacing head gasket,threads(head bolts) pulled out of block,r&r long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 6,827

Prod Date: 11/04/2014 **Warranty Start Date:** 01/05/2015

Dealer/Contact Data:

Dealer: GA082 Atlanta West Kia

Phone: 6787155399 **FAX:** 6787155380

Contact: **Contact Title:** **Service District:** SO01

Case Details:

Case Title: Fluid Leak - Cooling system coolant # cylinder head

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 07/08/2015 11:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Joseph Rayburn, 6787155399
*** This is a Request for Assistance ***

Problem Description :
customer states the coolant is leaking.

Diagnostics Performed :
visual inspection of coolant leak confirms the left head gasket is leaking. photos included.

*** PHONE LOG 07/08/2015 12:04 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Joseph. Pull the head for inspection and report the damage you find. If the block or head are questionable, you may want to replace the engine. Let me know what you find.

*** NOTES 07/13/2015 06:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Joseph Rayburn, 6787155399
Result of Advice 1:Pressure tested cooling system with exhaust manifold removed and found the leak coming from the top right stud hole around the middle exhaust port was leaking coolant. This shows the head gasket was not the issue as previously stated. attached photo to show fresh coolant leaking from stud hole. there are 2 stud holes that were drilled into this head and are not used for manifold studs.

*** PHONE LOG 07/13/2015 06:42 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Please replace the cylinder head and update the case.
*** Admin Note ***
Service alert escalated to CA as : K2988040 on 07/15/2015

*** NOTES 07/16/2015 07:03 AM clarify Action Type: Dealer contact

*** Performed by contact: Joseph Rayburn, 6787155399
ok per DPSM I installed a freeze plug into the stud hole that was leaking. installed new exhaust manifold gasket and put everything back together. to confirm the leak was fixed, I pressure tested the cooling system again and confirm no leak was present. after that I test drove the vehicle approx 20 miles and visually inspected the area for signs of leaking coolant and there were none. repair successful, closing case.
Additional Comments:ok per DPSM I installed a freeze plug into the stud hole that was leaking. installed new exhaust manifold gasket and put everything back together. to confirm the leak was fixed, I pressure tested the cooling system again and confirm no leak was present. after that I test drove the vehicle approx 20 miles and visually inspected the area for signs of leaking coolant and there were none. repair successful, closing case.

*** CASE CLOSE 07/16/2015 07:04 AM clarify
*** Performed by contact: Joseph Rayburn, 6787155399
freeze plug installed into unused exhaust stud hole.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 14,085

Prod Date: 12/12/2013 **Warranty Start Date:** 04/19/2014

Dealer/Contact Data:

Dealer: MN016 Kia of Mankato

Phone: 5073454542 **FAX:** 2183361729

Contact: Brett Beilke **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 07/29/2015 10:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
*** This is a Request for Assistance ***

Problem Description :
customer came in with complaint of coolant being low in the reservoir.

Diagnostics Performed :
coolant reservoir is almost empty and coolant looks as if it is leaking from both of the exhaust manifolds or manifold gaskets on the bottom of each one. Pressure test slowly loses psi. Will send photos once I get an email address.

*** PHONE LOG 07/29/2015 10:53 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Hello and good job. I have seen a few cases on these and found a coolant leak from a bolt hole that is not used so it is an open passage. If the hole was drilled to far that will cause a leak and makes it look like a head gasket is leaking. I would remove the exhaust manifold on that side and think you find this is the concern. If you cannot tell pressure the cooling system and recheck.
If you find this is the concern then install a plug into the threads with sealant. Then recheck by pressurizing the cooling system one more time. Let me know Thanks.

Advice 2: Instead of e-mailing it to us Please refer to Pitstop article PS410 showing detailed information on how to add FFD, picture, video's and flight recording's to a case. This method is more efficient and helps with our work load. Then add a note to the case once you attach any documents or recordings or we will not know it is there. Thanks.

*** NOTES 07/29/2015 11:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:It is coming from both exhaust manifolds also some where the oil usually leaks down if the oil switch was leaking. Attached photos.

Result of Advice 2:Attached photos

*** PHONE LOG 07/29/2015 12:53 PM Pacific Daylight Time DRichmond Action Type:Incoming call
Advice 1: I see the picture but some what hard to see. Did you remove the manifold yet because by the pictures I cannot tell ?

*** NOTES 07/30/2015 04:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:No, pictures are with the manifold still on. I am waiting for new manifold gaskets before I take the manifolds off.

*** PHONE LOG 07/30/2015 05:41 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Thanks for the update.

*** NOTES 08/04/2015 07:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:Added 2 new photos. In the photo with the mirror if you look you can see a hole in the threads about half way up.

*** PHONE LOG 08/04/2015 08:40 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Thanks for the update and I do see that, but since there are no coolant passages even a loose manifold will not cause this leak (just FYI) so try adding sealant with the stud re-installed and pressure the cooling system. If it still leaks then the head will need to be replaced. let me know. Thanks and good job.

*** NOTES 08/07/2015 06:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:Plugged the extra holes for the exhaust manifold studs. Drove vehicle and did not appear to be leaking. Customer took vehicle and will come back in a couple weeks to re check.

*** CASE CLOSE 08/07/2015 06:35 AM clarify
*** Performed by contact: Brett Beilke, 5073454542
plugged holes in cyl. head manifold studs.

*** PHONE LOG 01/12/2016 01:47 PM Pacific Daylight Time JGossling-TL Action Type:Incoming call
Advice 1: Brett called in to have case reopened and stated the studs are still leaking. I check with the Model Engineer and he stated to replace the cylinder heads. I advised Brett of this information.

*** NOTES 01/15/2016 07:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:Been in contact with my DPSM and he advises that I should replace long block because it is more cost efficient. Do we need your approval and should I start a PWA?

*** PHONE LOG 01/15/2016 07:53 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Brett,
I can only recommend to replace the cylinder heads as this is what the Model Engineer requested so don't replace the long block. Thank you

*** NOTES 01/26/2016 07:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Result of Advice 1:Just received one cylinder head and parts and gaskets. The other cylinder head being shipped by Ups and

has switched to pending out of Memphis Tn, possible cylinder head damage. Can not get another available head from kia currently. This is the 4th time car is back for the coolant leak. Customer wants car fixed now.
Additional Comments:Will hopefully hear in a couple hours from UPS about the status of the other cylinder head.

*** PHONE LOG 01/26/2016 07:32 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Brett,
Thank you for the update. Please keep me posted. Thank you

** Admin Note ***
ervice alert escalated to CA as : K3113735 on 01/26/2016

*** NOTES 01/28/2016 05:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Brett Beilke, 5073454542
Just received other cylinder head, was able to find another head in CA.
Additional Comments:Just received other cylinder head, was able to find another head in CA.

*** PHONE LOG 01/28/2016 06:02 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Brett,
Thank you for the update.

*** CASE CLOSE 02/11/2016 08:54 AM clarify
*** Performed by contact: Brett Beilke, 5073454542
replaced cylinder heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 44,456

Prod Date: 04/18/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: MO009 Auffenberg Kia Cape Girardeau

Phone: 5733391000 **FAX:** 5733353370

Contact: Nathan Followell **Contact Title:** Service Manager **Service District:** CE04

Case Details:

Case Title: Fluid Leak - Engine oil # leaking into coolant

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: no response from technician

Case History

*** NOTES 08/19/2015 05:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Nathan Followell, *12152010110513
*** This is a Request for Assistance ***

Problem Description :
customer states that oil is leaking from vehicle. customer has also stated in the past that when vehicle engine is first started after its been sitting over night the engine will run rough for the first mile or so. no check engine lights at all. custome

Diagnostics Performed :
tech found engine oil in the coolant and the coolant reservoir tank is over flowing and the oil is leaking from it. we checked for trouble codes no codes present and engine runs fine. engine is at operating temp.

*** PHONE LOG 08/19/2015 05:53 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Nathan. Is the engine coolant also contaminated with oil or only the reservoir?

*** NOTES 08/19/2015 05:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Nathan Followell, *12152010110513
Result of Advice 1:the radiator also has oil in the coolant
Additional Comments:yes the engine coolant system has oil in it. we are the only service facilty to work on this vehicle (oil changes and maintance)

*** PHONE LOG 08/19/2015 06:17 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Nathan. Get approval to remove the cylinder heads and inspect for damage.

*** NOTES 08/20/2015 04:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Nathan Followell, *12152010110513

Result of Advice 1:tech checked engine for running rough on cold start up after sitting all night
Additional Comments:watched gds for missfire counter in cylinders #2 cylinder was showing that it was miss fire for about 5 to 10 seconds.

*** PHONE LOG 08/20/2015 05:40 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Sounds like you are getting coolant into #2 cylinder. Let me know what you find with your inspections.

*** PHONE LOG 09/01/2015 06:38 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Nathan. Please provide detailed feedback in the case notes. Close this case and complete the Technician Satisfaction Survey if the vehicle is repaired. If you require further assistance, please contact Techline at (800) 494-4542 and put in the case number. Thank you.

*** NOTES 09/01/2015 10:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Nathan Followell, *12152010110513
Result of Advice 1:tech found the head gasket leaking due to top three headbolts closest to the bell housing not torqued correctly.
Additional Comments:tech was dissembling the engine for inspection the top three headbolts closest to the bell housing broke loose with effort all the rest off the headbolts where real tight. Dpsm had us check the other head side headbolts we found 2 headbolts that broke loose around 20ft lbs of torque.

*** PHONE LOG 09/01/2015 11:29 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: If coolant has not gotten into the engine oil and damaged the bearings, replace the head gaskets and the head bolts and update this case. Thank you.

*** NOTES 09/01/2015 11:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Nathan Followell, *12152010110513
Result of Advice 1:started to reassemble the engine the threads are bad in the block.
Additional Comments:started reassembling the engine today the threads are pulled in the block for the head bolts. will need either a long block or short block to repair engine.

*** PHONE LOG 09/01/2015 11:48 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Nathan. If the heads are okay, the short block should be sufficient for this vehicle. Update the case when the repairs are completed. Thank you.

** Admin Note ***
ervice alert escalated to CA as : K3021522 on 09/01/2015

*** CASE CLOSE 09/25/2015 09:46 AM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
no response from technician

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 32,118

Prod Date: 04/04/2014 **Warranty Start Date:** 06/04/2014

Dealer/Contact Data:

Dealer: MN012 Kia of St. Cloud

Phone: 3202594542 **FAX:** 3202598716

Contact: Clayton Kitterman **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 09/02/2015 09:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
*** This is a Request for Assistance ***

Problem Description :
I have a 15 sorento with a 3.3 with a heavy coolant leak. found bank 2 head gasket to be leaking externally and running down front of engine.

Diagnostics Performed :
visual and coolant pressure test.

*** PHONE LOG 09/02/2015 09:57 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please provide photo documentation of the concern by either attach them to the case as outlined in Pitstop PS410 or e-mail them to dbrisky@kiausa.com and include the case number in the subject.

*** NOTES 09/02/2015 10:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
Result of Advice 1:email sent to above address.

*** PHONE LOG 09/02/2015 11:46 AM Pacific Daylight Time dbrisky Action Type:Ltr/email/fax rec'd
Advice 1: Thanks for the pictures. Remove the cylinder head and inspect the head and block surface flatness as outlined in KGIS using a precision straight edge. If either surface is warped beyond specification then the out of spec component will need to be replaced.
[!<For Internal Use Only
pictures attached>!]

*** NOTES 09/02/2015 02:03 PM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
Result of Advice 1:upon tear down inspected and found coolant puddling on top of exhaust manifold flange. removed front mani cat and found a casting error in unused stud hole just to the right of centerline of the block. will email detailed photos of findings and check back in the morning

*** PHONE LOG 09/03/2015 04:14 AM Pacific Daylight Time dbrisky Action Type:Ltr/email/fax rec'd
Advice 1: Please calrify. Is it leaking from the block or the cylinder head.
[!<For Internal Use Only
pictures attached>!]

*** NOTES 09/03/2015 04:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
Result of Advice 1:it is leaking from the cyl head through one of the un used exhaust stud holes.

*** PHONE LOG 09/03/2015 05:01 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Contact your DPSM for approval to replace the cylinder head.

*** PHONE LOG 09/08/2015 09:18 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** NOTES 09/08/2015 09:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
Result of Advice 1:just started to replaced the head. received most the parts in last nights shipment. will update when finished

*** RESEARCH LOG 09/08/2015 09:46 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** NOTES 09/10/2015 04:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542
Result of Advice 1:upon tear down found cams heavily scored and slight metal flake build up in ocv on bank 2 head. removed a few cam caps from bank 1 head and ocv from bank 1 head and found same results. will email you pictures, unsure if just a bank 2 head is the correct fix for what has been found after further tear down.

*** RESEARCH LOG 09/10/2015 04:51 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** PHONE LOG 09/10/2015 05:01 AM Pacific Daylight Time dbrisky Action Type:Ltr/email/fax rec'd
Advice 1: Thanks for the pictures. I recommend replacing the long block if there is metal in the oil. Contact your DPSM for approval.
[!<For Internal Use Only
pictures attached>!]

*** PHONE LOG 09/14/2015 06:58 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** NOTES 10/16/2015 06:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Clayton Kitterman, 3202594542

Result of Advice 1:installed engine. good to go. sorry for the delay

*** CASE CLOSE 10/16/2015 06:31 AM clarify
*** Performed by contact: Clayton Kitterman, 3202594542
replaced engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,832

Prod Date: 04/16/2013 **Warranty Start Date:** 05/09/2013

Dealer/Contact Data:

Dealer: GA089 Ed Voyles Kia of Chamblee

Phone: 7702347800 **FAX:** 7707011633

Contact: Ibrahim Cehajic **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine Mechanical # pulled head bolt threads

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 09/16/2015 12:16 PM clarify Action Type: Dealer contact
*** Performed by contact: Ibrahim Cehajic, 7709644900
*** This is a Request for Assistance ***

Problem Description :
Engine overheating,found coolant inside the cylinders,pulled the heads,found the head bolt threads pulled out of the cylinder block,our DPSM wants to know if we can replace the thread inserts/heli coils.

Diagnostics Performed :
replaced short block.

*** PHONE LOG 09/16/2015 12:30 PM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Ibrahim the block will have to be replaced and the root cause of the overheating determined. We cannot repair the pulled threads

*** NOTES 09/16/2015 12:38 PM clarify Action Type: Dealer contact
*** Performed by contact: Ibrahim Cehajic, 7709644900
Result of Advice 1:The threads broke leading to engine overheating and coolant entering the cylinders,bolts lost tension,how or why i dont know.

*** PHONE LOG 09/16/2015 12:52 PM Pacific Daylight Time SCamarillo-TL Action Type:Outgoing call
Advice 1: Were the original cylinder head bolts re installed or new ones used?
*** Admin Note ***
Service alert escalated to CA as : K3031513 on 09/16/2015

*** NOTES 09/18/2015 03:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Ibrahim Cehajic, 7709644900

I used new head bolts.
Additional Comments:I used new head bolts.

*** CASE CLOSE 09/18/2015 03:32 AM clarify
*** Performed by contact: Ibrahim Cehajic, 7709644900
Replaced short block.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,591

Prod Date: 02/15/2013 **Warranty Start Date:** 03/09/2013

Dealer/Contact Data:

Dealer: MA037 Grieco Kia of Raynham

Phone: 5089672820 **FAX:** 5089770800

Contact: Robert Charette **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats # water pump leaking - block damaged

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 10/07/2015 07:22 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Charette, 5089672820
*** This is a Request for Assistance ***

Problem Description :
customer states temerature guage goes to extreme hot while driving.

Diagnostics Performed :
verified concern on road test.pressure checked and found waterpump leaking.replaced waterpump.road tested again.on second trip found coolant leaking from bank 1 cylinder head near timing cover.pulled heads off and found bank 1 cylinder head bolts threads came out.no more threads in block.

*** PHONE LOG 10/07/2015 07:37 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Robert, please check the heads for warpage as per the shop manual and let me know what you find. Thanks.

*** NOTES 10/07/2015 08:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Charette, 5089672820
Result of Advice 1:HEADS JUST CAME BACK FROM MACHINE SHOP.HEADS OKAY

*** PHONE LOG 10/07/2015 08:18 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Did the machine shop level or resurface the heads at all or did they only clean and check them?

*** NOTES 10/07/2015 09:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Charette, 5089672820
Result of Advice 1:CLEANED ,CHECKED ,AND RESURFACED.

*** PHONE LOG 10/07/2015 09:56 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Kia never recommends having the heads resurfaced. Since they were resurfaced they will need to be replaced.
Advice 2: Based on the information you provided, my recommendation is to replace the long block if one is available otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

Advice 3: Tech line now does the warranty approval for engine replacements. Please get all the needed information such as proof of oil changes and if the vehicle is under warranty and you are required to open a Separate Techline Engine PWA Case in order to gain approval to replace the engine prior to replacing the engine. Please refer to Warranty Bulletin 2015-09 for further information on this policy. Please refer to this case number in the PWA case notes. Make sure to attach the core data sheet that is filled out as much as possible and signed by the tech and service manager to the PWA case. Thanks.

** Admin Note ***
ervice alert escalated to CA as : K3046282 on 10/07/2015

*** PHONE LOG 10/19/2015 12:50 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Has this vehicle been repaired and released? If it has please update the case notes and close the case. Thanks.

*** CASE CLOSE 11/06/2015 08:31 AM clarify
*** Performed by contact: Robert Charette, 5089672820
replaced long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 65,591

Prod Date: 02/15/2013 **Warranty Start Date:** 03/09/2013

Dealer/Contact Data:

Dealer: MA037 Grieco Kia of Raynham

Phone: 5089672820 **FAX:** 5089770800

Contact: Robert Charette **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine Mechanical # Case for Engine PWA

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component:

Resolution: Robert,

Case History

*** NOTES 10/07/2015 10:32 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Charette, 5089672820
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
CUSTOMER STATES TEMPERATURE GUAGE OFTEN GOES TO EXTREME HOT WHILE DRIVING.

Diagnostics Performed :
REPLACED WATER PUMP,RECHECKED FOUND COOLANT ALSL LEAKING OUT OF BANK 1 CYLINDER.COOLANT LEAK AT CORNER OF HEAD AND TIMING COVER.REMOVED HEADS SENT OUT TO BE CLEANED AND RESERFACED.FOUND CYLINDER HEAD BOLT WHILE REMOVING PULLED OUT THREADS IN BACK OF BLOCK.NOW ACCORDING TO TECHLINE HEADS AND BLOCK NEEDS TO BE REPLACED.

*** PHONE LOG 10/07/2015 10:37 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Robert,
You must complete and attach the engine core data sheet to this case per warranty bulletin 2015-09 prior to any authorization. Please make sure the form is signed by you and your Service manager prior to submission. Once the engine core data sheet is attached please add a note to the case so I know we can precede.

*** NOTES 10/07/2015 12:09 PM clarify Action Type: Dealer contact
*** Performed by contact: Jeremy Martin, 5089672820
Result of Advice 1:attached PWA

*** PHONE LOG 10/07/2015 12:13 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Robert,
Based on the information you have provided per T3045866, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

*** CASE CLOSE 10/07/2015 12:13 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
Robert,
Based on the information you have provided per T3045866, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 26,800

Prod Date: 04/22/2013 **Warranty Start Date:** 05/16/2013

Dealer/Contact Data:

Dealer: NH005 Bonneville & Son Kia

Phone: 6036249270 **FAX:** 6032960381

Contact: Christoper Vitale **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating_Damage **DTC:**

System: Engine Mechanical

Component:

Resolution: Closed case due to inactivity.

Case History

*** NOTES 10/15/2015 08:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Chistopher Vitale, 6036249270
*** This is a Request for Assistance ***

Problem Description :
car overheating running poorly

Diagnostics Performed :
filled system with coolant ran until hot. pressure tested system and found the left side cylinder head gasket leaking

*** PHONE LOG 10/15/2015 08:58 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Christopher, please take a picture showing the source of the leak and attach the picture to the case as per PS410. Make sure you add a note to the case or I will not be notified when there is an attachment.
Advice 2: Please remove the valve cover and check the torque on the head bolts. If there is one or more head bolts that are loose, please remove the bolt(s) one at a time and check the threads in the block for damage. Let me know what you find. Thanks.

*** NOTES 10/16/2015 05:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Chistopher Vitale, 6036249270
Result of Advice 1:I'm trying to send photo
Result of Advice 2:removed valve cover cams found very contaminated with coolant. checked and found head bolts #3&#8 loose and would not tighten to any spec.

*** PHONE LOG 10/16/2015 07:07 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: If you cannot attach the pictures for some reason, please e-mail them to BLall@kiausa.com and include the case number in the subject of all e-mails.

*** NOTES 10/16/2015 11:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Chistopher Vitale, 6036249270
Result of Advice 1:sent photo

*** PHONE LOG 10/16/2015 11:11 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Thanks for confirming the head bolts are loose and attaching the picture. Since the bolts will not tighten correctly it indicates the threads in the block are damaged, and I think it is likely the head is warped.
Advice 2: Based on the information you provided, my recommendation is to replace the long block if one is available.
Advice 3: You are at a self-authorizing dealer so no further authorization is required. Thanks.

*** PHONE LOG 10/20/2015 08:55 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Has this vehicle been repaired and released? If it has please update the case notes and close the case. Thanks.

*** RESEARCH LOG 11/05/2015 02:51 PM Pacific Daylight Time BLall-TL Action Type:Administrative task
Has this vehicle been repaired and released? If it has please update the case notes and close the case. Thanks.

*** CASE CLOSE 05/02/2016 08:59 AM Pacific Daylight Time BLall-TL

Resolution Code: Inactive 6 months
CLOSING COMMENTS
Closed case due to inactivity. The tech has not responded.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 15,250

Prod Date: 10/14/2013 **Warranty Start Date:** 01/25/2014

Dealer/Contact Data:

Dealer: DE007 Felton Holly Kia

Phone: 3025272700 **FAX:** 3025272710

Contact: Branden Steeves **Contact Title:** Exclusive Kia Technician **Service District:** EA09

Case Details:

Case Title: Engine - Overheats # warped heads

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: no response from technician

Case History

*** NOTES 10/27/2015 06:32 AM clarify Action Type: Dealer contact
*** Performed by contact: Branden Steeves, 3025272700
*** This is a Request for Assistance ***

Problem Description :
this is not a kia warranty this is an insurance claim. cust hit the trans cooler and kept on driving and over heated the engine bad to the point that it would not run. I found that lots of little bubbles were coming out of the cooling system after I filled it up with water while running so I figured that it popped a head gasket. did a comprsion check and got 180-185 on cyls. tore top end off and found a possible place where it may be blown. now my question is the heads are at the machine shop and they just called and said the heads are warped .005" how much can we get cut off these heads and still be in the safe zone? I looked and could not find a spec thanks branden

Diagnostics Performed :
compression check

*** PHONE LOG 10/27/2015 06:42 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Branden. Kia does not machine heads. The entire head warps not just the mating surface. If they are warped, they need to be replaced.

** Admin Note ***
ervice alert escalated to CA as : K3060070 on 10/27/2015

*** PHONE LOG 11/02/2015 09:18 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Branden. Please update this case.

*** CASE CLOSE 11/06/2015 06:46 AM Pacific Daylight Time TThomas-TL

Resolution Code: Information Given

CLOSING COMMENTS
no response from technician

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,292

Prod Date: 05/10/2013 **Warranty Start Date:** 07/27/2013

Dealer/Contact Data:

Dealer: FL134 Jenkins Kia of Ocala

Phone: 3526202045 **FAX:** 3526202247

Contact: DAVID MACKLIN **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating_Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 10/27/2015 07:22 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
*** This is a Request for Assistance ***

Problem Description :
found thermostat housing leaking. replaced housing and retested vehicle and it is still over heating.

Diagnostics Performed :
performed coolant pressure test again and found it leaking on the front cylinder head between the block and head. does not appear to be the actual studs for the exhaust manifold like I have seen in the past this is the mating surface of head and block

*** PHONE LOG 10/27/2015 07:37 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: David, did you take a picture showing the source of the original coolant leak? Please take a picture showing the source of the leak between the block and the head. Attach all pictures to the case as per PS 410 and add a note stating they have been attached or I will not be notified.
Advice 2: Please remove the valve cover and check the torque on the head bolts in the area where the coolant leak is.

*** NOTES 10/27/2015 08:12 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:SENT IN A EMAIL TO YOU, FAILED TO ATTACH FOR SOME REASON,
Result of Advice 2:WORKING ON THE VALVE COVER NOW

*** PHONE LOG 10/27/2015 08:26 AM Pacific Daylight Time BLall-TL Action Type:Ltr/email/fax rec'd
Advice 1: I got the e-mail with the picture and have attached it to the case for referance. Let me know what happens when you check the head bolts. Thanks.

** Admin Note ***

ervice alert escalated to CA as : K3060067 on 10/27/2015

*** NOTES 10/28/2015 04:53 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
FOUND ALOT OF COOLANT MIXED WITH THE OIL, FROM THE BEST I COULD TELL THE HEAD BOLT IN THAT CORNER WAS AROUND 86FT LBS
Additional Comments:FOUND ALOT OF COOLANT MIXED WITH THE OIL, FROM THE BEST I COULD TELL THE HEAD BOLT IN THAT CORNER WAS AROUND 86FT LBS

*** PHONE LOG 10/28/2015 06:55 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: It sounds like the vehicle has at least one blown head gasket. Please perform a compression test. Make sure you have a charger on the battery, the injectors disabled, and the throttle wide open. Please also perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** NOTES 10/28/2015 08:10 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:I PERFORMED THE COMPRESSION TEST BEFORE I REMOVED THE CAM SHAFT TO CHECK THE TORQUE FRONT BANK 150,153,132-WHERE THE LEAK IS. BACK BANK 150,173,170.
Additional Comments:IN ORDER TO DO THE LEAK DOWN I WOULD HAVE TO RETIME THE ENGINE AND PUT THE CAM BACK IN. DO I NEED TO DO THAT OR DO WE HAVE ENOUGH INFO SO FAR

*** PHONE LOG 10/28/2015 08:28 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: You can do the leak down test with the cams out. Without the cams all the valves will be completely closed so it should actually be a quicker test. Just be careful when you pressurize the cylinders if the cylinder is not at TDC or BDC it is going to be difficult to keep the crankshaft from rotating. Thanks.

*** PHONE LOG 10/28/2015 08:35 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: I am not trying to make you do additional work, I am just trying to find out if only one head or if both heads need to be removed. Thanks.

*** NOTES 10/28/2015 09:11 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:USING 2 DIFFERENT LEAK DOWN GUAGES WITH THE CYL TDC IT SHOW 0 LEAK DOWN

*** PHONE LOG 10/28/2015 09:43 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Did you perform a leak down test on all the cylinders?
Advice 2: If the leak down does not show leakage, then please contact your DPSM for authorization to remove the head and check for warpage and damage to the block.

*** NOTES 11/02/2015 09:18 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:YES
Result of Advice 2:REMOVED AND CHECKED HEAD AND BLOCK SURFACE AND THEY ARE WITHIN SPEC

*** PHONE LOG 11/02/2015 09:35 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: If no other damage was found, please replace the head gasket and retest. Thanks.

*** NOTES 11/06/2015 07:30 AM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228

Result of Advice 1:PERFORMING PROPER TORQUE SEQUENCE AND 2 BOLTS PULLED THE THREADS OUT OF BLOCK. I WAS ON MY SECOND SWEEP AT ABOUT 60 FT POUNDS
Additional Comments:DUE TO THE UNKNOWN DAMAGE DUE TO THE OVER HEATING AND HOW BAD IT GOT I WOULD HOPE WE WOULD NOW REQUEST A LONG BLOCK ASSY

*** PHONE LOG 11/06/2015 07:56 AM Pacific Daylight Time BLall-TL Action Type:Incoming call
Advice 1: David called and advised me of the previous notes. Advised that the block is damaged and will need to be replaced. Advised to double check if the head is warped. Advised depending on the parts availability and the condition of the head, a long block or a short block should be replaced. Advised if available my recommendation is to replace the long block.
Advice 2: Advised David he will need to open a Separate Tech line Engine PWA Case in order to gain approval to replace the engine prior to replacing the engine. Please refer to Warranty Bulletin 2015-09 for further information on this policy. Please refer to this case number in the PWA case notes. Thanks. Make sure to attach the core data sheet that is filled out as much as possible and signed by the tech and service manager to the PWA case.

*** PHONE LOG 11/20/2015 08:28 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Has this vehicle been repaired and released? If it has please update the case notes and close the case. Thanks.

*** CASE CLOSE 11/20/2015 10:25 AM clarify
*** Performed by contact: David Macklin, 3523651228
Replaced long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,115

Prod Date: 05/09/2013 **Warranty Start Date:** 06/24/2013

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:** 3037618943

Contact: Nicholas Panetti **Contact Title:** Exclusive Kia Technician **Service District:** SW08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 10/27/2015 04:41 PM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Panetti, 6103847700
*** This is a Request for Assistance ***

Problem Description :
customer states vehicle is leaking coolant and over heating.

Diagnostics Performed :
pressure tested cooling system noticed dried up coolant on and behind starter and around the front head gasket left bank. but found coolant leaking from thermostat housing and the seam of the two peaces. replaced thermostat housing ran vehicle found no leaks or over heating issues after repair. then vehicle return a couple of days later with same concern. i removed starter and determined coolant was in fact also leaking from head gasket. our DPSM gave us authorization to remove head and inspect cylinder head gasket. while removing the cylinder head i found the head blots to be loose and the front head bolt towards the trans was striped out the treads of the block came out the head bolt.

*** NOTES 10/27/2015 04:47 PM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Panetti, 6103847700
I have pictures but they will not upload correct i will be happy to email them
Additional Comments:I have pictures but they will not upload correct i will be happy to email them

** Admin Note ***
ervice alert escalated to CA as : K3060035 on 10/27/2015

*** PHONE LOG 10/28/2015 04:33 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please provide photo documentation of the concern by either attach them to the case as outlined in Pitstop PS410 or e-mail them to dbrisky@kiausa.com and include the case number in the subject.
Advice 2: Based on the information you have provided it sounds as though the block will need to be replaced. Measure the head surface flatness with a precision straight edge as outlined in KGIS, if the head is warped beyond specification then it will need to be replaced as well. Since you are a DSA (self authorizing) dealer no further approvals are required.

*** PHONE LOG 10/28/2015 08:06 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Thanks for the pictures
[!<For Internal Use Only
pictures attached>!]

*** PHONE LOG 11/02/2015 08:50 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** NOTES 11/06/2015 06:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Panetti, 6103847700
Result of Advice 1:The cylinder head was within spec. Are dpsm wanted to just replace short block.

*** PHONE LOG 11/06/2015 10:32 AM Pacific Daylight Time BLall-TL Action Type:Outgoing call
Advice 1: You are at a self-authorizing dealer so no further authorization is required, just make sure to verify the service records and that the warranty is valid then you can replace the short block. Thanks.

*** PHONE LOG 11/11/2015 08:18 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** NOTES 11/11/2015 01:50 PM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Panetti, 6103847700
Result of Advice 1:Short block replacement is complete i am now driving the vehicle to ensure all issues are resolved.

*** PHONE LOG 11/11/2015 01:54 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Thanks for the information. Please update the case and close it once you have verified the repair and complete the online survey.

*** NOTES 11/17/2015 09:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Nicholas Panetti, 6103847700
Result of Advice 1:After repair vehicle was driven for several days. No leaks no over heating, all concerns corrected vehicle was released to customer.

*** CASE CLOSE 11/17/2015 09:59 AM clarify
*** Performed by contact: Nicholas Panetti, 6103847700
replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,292

Prod Date: 05/10/2013 **Warranty Start Date:** 07/27/2013

Dealer/Contact Data:

Dealer: FL134 Jenkins Kia of Ocala

Phone: 3526202045 **FAX:** 3526202247

Contact: DAVID MACKLIN **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine Mechanical # overheating Case for Warranty Authorization

Symptom: Overheating_Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine replacement

Case History

**** NOTES 11/06/2015 08:08:44 AM clarify Action Type:Dealer contact
*** Performed by contact: David Macklin, 3523651228
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Vehicle over heated and pulled the threads out of the block

Diagnostics Performed :
replaced thremoststst housing on previous visit due to leaking. vehicle was towed back in over heating. found head gasket blown. opened techline case t3059430. measured deck of head and it seems questionable. put a head gasket on it due to the deck surface being within spec. 2 different head bolt holes lost the threads during torque sequence. it is believed that the coolant tried pushing the head off weakening the block and threads. due to the extreme unknown of the head long block replacement is requested

**** PHONE LOG 11/06/2015 08:16:40 AM JBrookes
Advice 1: Refer to Warranty Bulletin 2015--09, and complete the Engine Core Data PWA with all the required information, form must be signed by service manager and technician and dated, attach the form to the case, along with the pictures you took, note in the case the form is attached thanks .

**** NOTES 11/10/2015 08:42:14 AM clarify Action Type:Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:DO YOU HAVE AN EMAIL SO WE CAN SCAN AND ATTACH. IT WONT LET US DO IT TO THE CASE. THE PICTURES WERE SENT TO THE PREVIOUS TECHLINE AGENT AND HE ATTACHED THEM

**** PHONE LOG 11/10/2015 08:55:03 AM JBrookes
Advice 1: Send pictures to jbrookes@kiausa.com

**** NOTES 11/10/2015 10:08:12 AM clarify Action Type:Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:PITCURES SENT

**** PHONE LOG 11/10/2015 10:29:45 AM JBrookes
Advice 1: David, thanks I have not yet seen the pictures arrive as yet,hopefully son, and when will the engine core data form be attached, thanks David.

**** NOTES 11/10/2015 10:40:24 AM clarify Action Type:Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:WORKING ON THE CORE SHEET NOW

**** PHONE LOG 11/10/2015 10:43:26 AM JBrookes
Advice 1: Thanks for the update.

**** NOTES 11/10/2015 10:50:57 AM clarify Action Type:Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:IT WAS SENT ABOUT 3 MINS AGO

**** PHONE LOG 11/10/2015 11:03:26 AM JBrookes
Advice 1: David it has not come in yet, will try agian in a few minutes , thanks

*** PHONE LOG 11/10/2015 11:54 AM Pacific Daylight Time JBrookes Action Type:Outgoing call
Advice 1: David, please input the vin number into the WRTY143 form so I can authorize this case. Thanks

*** NOTES 11/10/2015 12:33 PM clarify Action Type: Dealer contact
*** Performed by contact: David Macklin, 3523651228
Result of Advice 1:IT IS NOW ATTACHED

*** PHONE LOG 11/10/2015 01:23 PM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required."

See Tech Line Case T3059430

*** CASE CLOSE 11/10/2015 01:24 PM Pacific Daylight Time JBrookes

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine replacement authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 12,269

Prod Date: 03/05/2014 **Warranty Start Date:** 01/02/2015

Dealer/Contact Data:

Dealer: OH036 Jeff Wyler Kia

Phone: 9373254601 **FAX:** 9373256154

Contact: Brandon Morrison **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Case for Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: Case was denied due to tech

Case History

*** NOTES 11/17/2015 11:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Brandon Morrison, *02292012103530
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
COOLANT LEAK THROUGH FRONT CYLINDER HEAD.

Diagnostics Performed :
REMOVED FRONT EXHAUST MANIFOLD

*** PHONE LOG 11/17/2015 11:59 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Please Clarify Exactly what this PWA case is for, thanks Brandon.

*** PHONE LOG 11/20/2015 09:32 AM Pacific Daylight Time RLevy-TL Action Type:Outgoing call
Advice 1: Brandon, exactly what is this case for? Techline is only approving warranty on long blocks and short blocks.

*** NOTES 11/28/2015 01:54 PM Pacific Daylight Time JBrookes Action Type:Dealer contact
What is the status currently on this repair ? thanks .

*** PHONE LOG 11/30/2015 07:37 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Brandon have you contacted the DPSM for authorization to replace the cylinder head or the head gasket,

*** PHONE LOG 12/02/2015 08:05 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Brandon, what is the status on this repair ? thanks .

*** NOTES 12/02/2015 11:30 AM clarify Action Type: Dealer contact
*** Performed by contact: Brandon Morrison, *02292012103530
Result of Advice 1:PUTTING CYLINDER HEAD ON. SPOKE WITH DPSM. ALL GOOD.

*** PHONE LOG 12/02/2015 01:28 PM Pacific Daylight Time RLevy-TL Action Type:Web Contact
Advice 1: Brandon, these PWA warranty cases are only for long or short blocks. Cylinder head replacement authorization needs to go through your DPSM which it appears you have already done. I will have to deny this case. Thanks

*** CASE CLOSE 12/02/2015 01:30 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Case was denied due to tech only replacing cylinder head which requires DPSM authorization.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,238

Prod Date: 03/15/2013 **Warranty Start Date:** 09/01/2013

Dealer/Contact Data:

Dealer: WA029 Lee Johnson Kia

Phone: 4258230800 **FAX:** 4258230830

Contact: Nghia Tran **Contact Title:** Exclusive Kia Technician **Service District:** WE08

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 11/27/2015 08:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Nghia Tran, 4258230800
*** This is a Request for Assistance ***

Problem Description :
overheated no coolant in system

Diagnostics Performed :
check and found bad leak at coolant bypass pipe replaced and further check found exhaust gas in radiator compression push coolant out to reservoir and leak out to over fill tube cause no coolant in system may had blown head gaskets

*** PHONE LOG 11/27/2015 08:25 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Get approval to pull the heads for further inspection. You are a self- authorizing (DSA) dealer and no warranty authorization is required.

** Admin Note ***
ervice alert escalated to CA as : K3079323 on 11/27/2015

*** PHONE LOG 12/07/2015 09:55 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Nghia. Please update this case.

*** NOTES 12/16/2015 03:01 PM clarify Action Type: Dealer contact
*** Performed by contact: Nghia Tran, 4258230800
Result of Advice 1:when i remove cylinder head botls #4 cylinder head bolts very loose did not have to brake out further check after completed remove head found threat came out with head bolt too bottom block head bolts mounting threads fails what sould i do at this point? got a block?

*** PHONE LOG 12/16/2015 03:07 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Be prepared to provide proof of engine damage and maintenance to the warranty department. If proper maintenance and warranty is validated, replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required. You are a self- authorizing (DSA) dealer and no warranty authorization is required.

*** CASE CLOSE 02/26/2016 08:23 AM clarify
*** Performed by contact: Nghia Tran, 4258230800
replaced short block and services both heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 34,988

Prod Date: 03/23/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: NJ067 Fred Beans Kia of Flemington

Phone: 9089055151 **FAX:** 9087515853

Contact: William Lauer **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 01/04/2016 11:55 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lauer, 9089055151
*** This is a Request for Assistance ***

Problem Description :
vehicle towed in. no coolant. exhaust coming out of radiator. enough pressure to blow open cap. should we proceed with tear down or get authorization for engine.

Diagnostics Performed :
removed radiator cap and found an extreme amount of exhaust coming out while engine was running. scanned ecm and found no faults (active or history)

*** PHONE LOG 01/04/2016 12:18 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Remove the valve cover and inspect for metal or sludge. Use a bore scope to check cylinders for damage. If no signs of damage and the engine is clean, get approval to remove the heads for further inspection.

*** PHONE LOG 01/11/2016 10:58 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Please update this case.

*** NOTES 01/14/2016 07:05 AM clarify Action Type: Dealer contact
*** Performed by contact: William Lauer, 9089055151
Result of Advice 1:removed heads and found both head gaskets have blown. when removing heads, I found that the head bolts were barely clamping. went to reinstall the heads. and found that when I torqued the #8 bolt in the tightening sequence pulled the threads out of the block during the initial 30 ft lbs of torque. I feel the rest of the head bolt threads have been compromised. should we consider a short block and risk future failures due to the cylinder heads having been overheated. I straight edged the heads and they appear to be okay. the parts department says that there is about a 600 dollar difference between the short block and a complete engine.

Additional Comments:removed heads and found both head gaskets have blown. when removing heads, I found that the head bolts were barely clamping. went to reinstall the heads. and found that when I torqued the #8 bolt in the tightening sequence pulled the threads out of the block during the initial 30 ft lbs of torque. I feel the rest of the head bolt threads have been compromised. should we consider a short block and risk future failures due to the cylinder heads having been overheated. I straight edged the heads and they appear to be okay. the parts department says that there is about a 600 dollar difference between the short block and a complete engine.

*** PHONE LOG 01/14/2016 07:19 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Please confirm in this case no sludge or signs of neglect and proper maintenance. If proper maintenance and warranty is validated, you are now required to open a PWA case for PRIOR warranty authorization to replace the engine. Please close this case and complete the technician satisfaction survey. Attach the completed and signed WRTY143 Core Data Form to the warranty case. This form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached or the agent will not be notified. Thank you.
*** Admin Note ***
Service alert escalated to CA as : K3111186 on 01/21/2016

*** CASE CLOSE 01/26/2016 11:02 AM clarify
*** Performed by contact: William Lauer, 9089055151
replaced engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 34,988

Prod Date: 03/23/2013 **Warranty Start Date:** 05/04/2013

Dealer/Contact Data:

Dealer: NJ067 Fred Beans Kia of Flemington

Phone: 9089055151 **FAX:** 9087515853

Contact: William Lauer **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine PWA authorized.

Case History

*** NOTES 01/18/2016 01:37 PM clarify Action Type: Dealer contact
*** Performed by contact: William Lauer, 9089055151
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
stripped head bolt holes in the cylinder block

Diagnostics Performed :
see tech line case t3098768

*** PHONE LOG 01/18/2016 01:42 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: William I reviewed the repair assistance case T3098768.
Advice 2: Before approval can be granted on this PWA request for engine replacement, please complete and sign the WRTY-143 core data form and ask your Service Manager to sign it as well. Attach the completed form to the case and add a case note informing us that you have done so. Please refer to Warranty Bulletin 2015-09 for more information. Once the form has been received, I will process your request. Thank you.

Advice 3: If you have already attached the form, please add a note letting me know. Sometimes it takes a short time before I can see it. If you have not attached it yet, when you do attach it to the case as per PS410 add a note to the case or I will not be notified. Thanks.

*** NOTES 01/18/2016 02:33 PM clarify Action Type: Dealer contact
*** Performed by contact: William Lauer, 9089055151
Result of Advice 1:I have sent the form but I keep getting error saying site understood request but could not complete function

Result of Advice 2:I have sent the form but I keep getting error saying site understood request but could not complete function
Result of Advice 3:I have sent the form but I keep getting error saying site understood request but could not complete function
Additional Comments:I have sent the form but I keep getting error saying site understood request but could not complete function

*** PHONE LOG 01/18/2016 02:48 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: I am not sure why you are getting that error message but the form is attached to the case.
Advice 2: Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

Advice 3: Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim. Thank you.

*** CASE CLOSE 01/18/2016 02:48 PM Pacific Daylight Time BLall-TL

Resolution Code: Information Given
CLOSING COMMENTS
Engine PWA authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,131

Prod Date: 04/23/2013 **Warranty Start Date:** 05/17/2013

Dealer/Contact Data:

Dealer: LA044 Barker Kia

Phone: 9858791990 **FAX:** 9858791741

Contact: Joshua Martin **Contact Title:** Dual Technician **Service District:** SW04

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 01/26/2016 07:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Greg Blake, 9858791990
*** This is a Request for Assistance ***

Problem Description :
customer complains that they can smell coolant and see green spots on their driveway.

Diagnostics Performed :
did inspection, found coolant all over the back side of the engine. washed off and put on pressure tester. on the front head, closest to the radiator, you can see bubbles of air and coolant coming from inbetween the head and the block, almost directly in the middle. appears to be headgasket. is this a common thing? should the head be sent out to be checked, its possible that the engine overheated as a result of so much coolant loss.

*** PHONE LOG 01/26/2016 07:51 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please attach pictures of the coolant leak coming from the engine, also please inspect engine oil level and condition for signs of lack of maintenance, please update the case.
f the engine has overheated and coolant is leaking from the cylinder head, I recommend removing the cylinder head and inspect for a warped cylinder head and block surface using a straight edge. If the cylinder head is warped Kia does not recommend resurfacing cylinder heads and it will require replacement along with the necessary parts with DPSM approval. Please inspect and updat the case.

*** NOTES 01/26/2016 08:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Greg Blake, 9858791990
Result of Advice 1:ok, thanks! im not very savy on attaching pictures to the case, can i send picture to your email?

*** PHONE LOG 01/26/2016 09:15 AM Pacific Daylight Time JLancaster-TL Action Type:Outgoing call
Advice 1: Please send the pictures to e-lancaster@kiausa.com, include the case number.

** Admin Note ***
ervice alert escalated to CA as : K3113782 on 01/26/2016

*** NOTES 02/03/2016 02:21 PM clarify Action Type: Dealer contact
*** Performed by contact: Greg Blake, 9858791990
customer has provided recipts and sent them to our DPSM for approval for this job
Additional Comments:customer has provided recipts and sent them to our DPSM for approval for this job

*** RESEARCH LOG 02/03/2016 03:29 PM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
OK let me know, you can attach the documents to the case as described in PS 410.

*** NOTES 02/04/2016 12:38 PM clarify Action Type: Dealer contact
*** Performed by contact: Greg Blake, 9858791990
this job has been denied by our DPSM. customer was notified. customer gave authorization to tear down, found coolant inside the intake and inside the valve covers. gonna present a long block replacement to the customer.
Additional Comments:this job has been denied by our DPSM. customer was notified. customer gave authorization to tear down, found coolant inside the intake and inside the valve covers. gonna present a long block replacement to the customer.

*** CASE CLOSE 02/04/2016 12:41 PM clarify
*** Performed by contact: Greg Blake, 9858791990
DPSM denied repairs. customer gave ok for teardown, found coolant inside intake and valve covers.

*** CHNG CONTACT 04/05/2016 06:46 AM Pacific Daylight Time dbrisky
Contact changed from Greg Blake at Barker Kia to Joshua Martin at Barker Kia. Former primary phone: (985) 879-1990. Former alternate phone: .

*** PHONE LOG 04/05/2016 06:48 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Tech states in a duplicate case:
Problem Description :
refer back to T3113157

Diagnostics Performed :
i had tech remove cylinder head, found when head gasket liner was washed out causing coolant leak...i check cylinder head for worpage (FAILED .004 an over) and black surface also (FAILED .003 An over)... also found a large amount of water in oil pan.. took pictures for record,, and saved oil sample..
Advice 2: I'm unclear as to why the DPSM declined repairs in January. You are a DSA Dealer so you aren't required to obtain approval from the DPSM or techline.

*** CASE CLOSE 04/14/2016 06:32 AM clarify
*** Performed by contact: Joshua Martin, 9858791990
rep engine operates as designed at this time

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,084

Prod Date: 02/19/2013 **Warranty Start Date:** 04/29/2013

Dealer/Contact Data:

Dealer: MO022 Jim Butler Kia

Phone: 6362569600 **FAX:** 6367282546

Contact: Keith Sutton **Contact Title:** Service Consultant **Service District:** CE04

Case Details:

Case Title: Engine - Overheats # Case for Engine PWA

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Based on the information you

Case History

*** NOTES 01/27/2016 07:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Keith SUTTON, 6362569600
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
customer reports vehicle overheated and was leaking coolant.

Diagnostics Performed :
inspected found leak coming from bank 2 head gasket, further inspection found only 3 bolts tight and the remainder head bolts will not tighten down and pulling the threads out of the block. no warranty history for engine work prior to this concern. request to replace engine assembly

*** PHONE LOG 01/27/2016 07:49 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Keith,
Are you able to determine the cause of the overheating? Was coolant leaking past the head gasket due to improper torque the root cause? Can you determine if the vehicle was in an accident or was there outside influence on the overheating concern? Please report back with your findings. Thank you!

*** NOTES 01/27/2016 08:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Keith SUTTON, 6362569600
Result of Advice 1:The leak is caused due to improper torque on the head bolts, vehicle does not appear to have been in an accident, also has a clean car fax

*** PHONE LOG 01/27/2016 08:41 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact

Advice 1: Keith,
Please attach a WRTY-143 form signed and dated by yourself and the Service Manager. Please attach the form to the case and provide a note once attached so that I am aware the form is present. Thank you!

*** NOTES 01/27/2016 08:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Keith SUTTON, 6362569600
Result of Advice 1:Wrty143 has been attached

*** PHONE LOG 01/27/2016 08:48 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Keith,
The core data form needs to be dated. Please date and re-attach the corrected form. Thank you!

*** NOTES 01/27/2016 09:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Keith SUTTON, 6362569600
Result of Advice 1:revised form attached

*** PHONE LOG 01/27/2016 09:20 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Keith,
Thank you for the revised form. Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

*** CASE CLOSE 01/27/2016 09:20 AM Pacific Daylight Time CSchang-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,997

Prod Date: 09/19/2013 **Warranty Start Date:** 11/11/2013

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441 **FAX:** 4323325208

Contact: Milton Williams **Contact Title:** Shop Foreman **Service District:** SW09

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 02/15/2016 07:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
*** This is a Request for Assistance ***

Problem Description :
Customer states coolant leaking

Diagnostics Performed :
see attached pictures. Completely dry around temp control assy.,Could this be one of those plugs under exhaust manifold? Will wait till hear from you guys before I pressure wash it off.

*** PHONE LOG 02/15/2016 08:03 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: I have seen a few cases on these and found a coolant leak from a bolt hole that is not used so it is an open passage. If the hole was drilled to far that will cause a leak and makes it look like a head gasket leak. I would remove the exhaust manifold on that side and think you find this is the concern. If you can not tell pressure the cooling system and recheck.
If you find this is the concern then install a plug into the threads with sealant. Then recheck by pressurizing the cooling system one more time. Let me know Thanks.

*** NOTES 02/15/2016 08:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Will remove the exhaust manifold for further inspection.Let you know what we find...Ty Jesse!!!

*** RESEARCH LOG 02/15/2016 08:57 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Your welcome.

*** NOTES 02/15/2016 11:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Jesse,just e-mailed you some pictures.Please look at them & let me know what you think?We removed exhaust manifold as you can tell in the pics.Call me if you need (928)897-9243... THANKS!!!

*** NOTES 02/15/2016 12:20 PM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Jesse.Trie to e-mail them to jlancaster@kiausa.com?Sent them back to me.just attached them to case.THANKS

*** NOTES 02/15/2016 12:46 PM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:The 1 hole minus the stud,it has been leaking from that hole.Trying to find metric plug for it.will clean & silicone very good.Also going to remove a couple of the other studs & clean & silicone the also.Call me if you need THANKS!!!!

*** PHONE LOG 02/15/2016 01:51 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: If the coolant leak is coming from the cylinder exhaust stud threads the hole for the stud may and ben drilled to far into the coolant passage and the head should be replaced with DPSM approval.

*** NOTES 02/15/2016 02:04 PM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:Will do,ty!!!!

*** RESEARCH LOG 02/15/2016 02:59 PM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Ok.

*** NOTES 02/20/2016 09:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Result of Advice 1:New head was sent to machine shop for valves machining Friday.Will update Monday,THANKS!!!

*** RESEARCH LOG 02/20/2016 11:04 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Ok, thanks for the update.

** Admin Note ***
ervice alert escalated to CA as : K3129961 on 02/20/2016

*** NOTES 02/22/2016 10:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Head is at machine shop,they hopefully will have it done late this evening or wearly morning.Thanks Jesse
Additional Comments:Head is at machine shop,they hopefully will have it done late this evening or wearly morning.Thanks Jesse

*** RESEARCH LOG 02/22/2016 10:50 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Ok.

*** NOTES 03/01/2016 05:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Milton Williams, 4323320441
Jesse,got head back.Will let you know this afternoon how its going.Should be done tomorrow.Thanks!!!!
Additional Comments:Jesse,got head back.Will let you know this afternoon how its going.Should be done tomorrow.Thanks!!!!

*** RESEARCH LOG 03/01/2016 07:54 AM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Ok thanks for the update.

*** PHONE LOG 03/02/2016 01:58 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Tech called and stated the oil galley plugs are not in the new head. I recommend to order all needed parts to make the head a complete head and assembly as needed and reinspect.

*** CASE CLOSE 03/03/2016 02:33 PM clarify
*** Performed by contact: Milton Williams, 4323320441
REPLACED BANK 2 CYLINDER HEAD

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,931

Prod Date: 02/14/2013 **Warranty Start Date:** 03/31/2013

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Fritz Theodore **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Engine Knock_Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 02/18/2016 01:49 PM clarify Action Type: Dealer contact
*** Performed by contact: Fritz Theodore, *10052011142027
*** This is a Request for Assistance ***

Problem Description :
WHILE DRIVING THE VEHICLE STARTED TO OVERHEAT

Diagnostics Performed :
FOUND COOLANT AND OIL LEAKING FROM B2 HEAD GASKET EXTERNALLY.. THIS CAR WILL NEED A ENGINE SEE VIDEO ATTATCHMENT.....DTC'S P2190,P0196,P306,P0087

*** PHONE LOG 02/18/2016 02:01 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please attach any pictures of the oil leak, and did you perform compression and leak down test? Remove the valve cover and inspect the engine valve train for signs of lack of maintenance and attach pictures to the case.

** Admin Note ***
ervice alert escalated to CA as : K3129034 on 02/18/2016

*** NOTES 02/20/2016 10:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Fritz Theodore, *10052011142027
engine compression readings dry. cly 1 200,cly 3 185, cyl 6 190 psi.
cyl 2 90, cyl 4 90, cyl 6 80 psi
Additional Comments:engine compression readings dry. cly 1 200,cly 3 185, cyl 6 190 psi.
cyl 2 90, cyl 4 90, cyl 6 80 psi

*** PHONE LOG 02/20/2016 11:12 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Remove the valve cover and inspect the engine valve train for signs of lack of maintenance and attach pictures to the case.

*** NOTES 02/22/2016 06:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Edwin Gil, 7187983200
Result of Advice 1:please see attachment thanks

*** PHONE LOG 02/22/2016 08:45 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: I am unable to view the video it appears it is a screen shot of the video recording. I see the valve train and the engine appears clean, what is the leak down % of the cylinders with low compression and where are the cylinders leaking, crank case ,or valves, or possible warped head? You stated the engine needs to be replaced in the first note, does the engine make any abnormal noise when it is running? Please update the case notes and get approval to remove the cylinder head and inspect for warped cylinder head and engine block surface.

*** NOTES 03/02/2016 10:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Fritz Theodore, *10052011142027
Result of Advice 1:there are no knocking noises from the engine. 30% leak to cylinder bubbles come from the radiator as well as the head gasket of B2 head gasket externally... removed the cylinder head and measured both block and head surfaces... shop manual spec head: 0.05mm actual: 0.04mm
block spec: 0.02mm actual 0.03mm..
Additional Comments:im actually suprised the head isnt worse

*** PHONE LOG 03/02/2016 10:51 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: The spec for a warped head is .003. if the head is warped more than .003 I would recommend replacing the cylinder head If the block is warped or excessive the engine should be replaced with a reman engine. You are required to open a PWA case for approval to replace the engine.

*** CASE CLOSE 03/31/2016 11:55 AM clarify
*** Performed by contact: Fritz Theodore, *10052011142027
replaced the engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 30,068

Prod Date: 03/22/2013 **Warranty Start Date:** 01/02/2014

Dealer/Contact Data:

Dealer: NC058 Lee Kia of Greenville

Phone: 2523783600 **FAX:** 2523783648

Contact: Daniel Vincek **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution:

Case History

*** NOTES 03/02/2016 12:27 PM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
*** This is a Request for Assistance ***

Problem Description :
oil leak. according to warranty history, had a short block replaced at 15k miles, for stripped out head bolt, when removing heads to replace valve seals for burning oil.

Diagnostics Performed :
after adding some dye to the oil to pinpoint leak, looks as if it is coming from both head gaskets at this time. will remove intake manifold to see if I can get a better look, to further pin point.

*** PHONE LOG 03/02/2016 12:40 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please take pictures showing the source of the leak and where you found the oil residue. Attach the pictures to the case and add a note when they have been attached. Thanks.

*** NOTES 03/02/2016 01:39 PM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:after I removed the intake, and fuel rails.
Additional Comments:The oil drain housing, oil pressure switch is screwed into this housing, is missing a bolt. Oil pressure switch itself is not leaking, it appears to be the housing. will get you a couple pictures.

*** NOTES 03/02/2016 01:43 PM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Pictures attached

*** PHONE LOG 03/02/2016 02:43 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Thanks for the pictures. Is there a bolt broken in the place or is it just missing?

*** NOTES 03/03/2016 05:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:i can get a bolt started in the hole. doesn't appear to be any part of a bolt broken off in the hole.

*** PHONE LOG 03/03/2016 06:10 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please re-seal the housing and install the missing bolt and retest. Thanks.

*** NOTES 03/14/2016 06:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:still waiting on parts.

*** RESEARCH LOG 03/14/2016 07:29 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.

*** CASE CLOSE 04/04/2016 07:31 AM clarify
*** Performed by contact: Daniel Vincek, 2523783600
replaced coolant return housing gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,282

Prod Date: 10/08/2013 **Warranty Start Date:** 04/30/2014

Dealer/Contact Data:

Dealer: UT005 Wasatch Front Kia

Phone: 8016271300 **FAX:** 8016211087

Contact: Frank Martinez **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Fluid Leak - Cooling system coolant # hole in block

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 03/04/2016 02:33 PM clarify Action Type: Dealer contact
*** Performed by contact: Travis Jackson, 8014442277
*** This is a Request for Assistance ***

Problem Description :
found an antifreeze leak coming from the block fire wall side, coming from a pin hole in between the oil pan and head, no freeze plugs are present in the area

Diagnostics Performed :
no diagnostics performed could visibly see baked on anti-freeze and the origin point

*** PHONE LOG 03/04/2016 02:37 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Attach a picture of the leak to this case. Add a note when picture is attached.

*** PHONE LOG 03/08/2016 04:18 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Problem Description :
cust states burning smell

Diagnostics Performed :
inspect found coolant on right side of block. pressure test found coolant leaking from cyl block right side of engine below head gasket forward of thermostat housing,suspect block was cast too porous advise new engine

Advice 1: Please attach pictures of the coolant leak and update the case. Has any work been performed to the engine in past repairs?

*** Performed by contact: Frank Martinez, *0512141310_164083

Result of Advice 1:see attachments. will I need to open another pwa case?

Advice 1: Is there any freeze plugs leaking in that area, or is the leak from a exhaust manifold stud. I can not tell the source of the leak from the pictures.

*** Performed by contact: Frank Martinez, *0512141310_164083
Result of Advice 1:not freeze plug & not exhaust stud. its leaking from a small crack from ex. side of block

Advice 1: Thanks for the update if the leak is coming from the block Please open a PWA case for approval to replace the engine.

*** CHNG CONTACT 03/08/2016 04:18 PM Pacific Daylight Time JLancaster-TL
Contact changed from Travis Jackson at Wasatch Front Kia to Frank Martinez at Wasatch Front Kia. Former primary phone: (801) 444-2277. Former alternate phone: .

*** CASE CLOSE 04/18/2016 12:58 PM clarify
*** Performed by contact: Frank Martinez, *0512141310_164083
replaced shoer block & cylnder heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,296

Prod Date: 10/08/2013 **Warranty Start Date:** 04/30/2014

Dealer/Contact Data:

Dealer: UT005 Wasatch Front Kia

Phone: 8016271300 **FAX:** 8016211087

Contact: Frank Martinez **Contact Title:** Exclusive Kia Technician **Service District:** WE10

Case Details:

Case Title: Duplicate - WEB Case # T3138668

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 03/07/2016 04:00 PM clarify Action Type: Dealer contact
*** Performed by contact: Frank Martinez, *0512141310_164083
*** This is a Request for Assistance ***

Problem Description :
cust states burning smell

Diagnostics Performed :
inspect found coolant on right side of block. pressure test found coolant leaking from cyl block right side of engine below head gasket forward of thermostat housing,suspect block was cast too porous advise new engine

*** PHONE LOG 03/07/2016 04:13 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please attach pictures of the coolant leak and update the case. Has any work been performed to the engine in past repairs?

*** NOTES 03/08/2016 08:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Frank Martinez, *0512141310_164083
Result of Advice 1:see attachments. will I need to open another pwa case?

*** PHONE LOG 03/08/2016 09:28 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Is there any freeze plugs leaking in that area, or is the leak from a exhaust manifold stud. I can not tell the source of the leak from the pictures.

*** NOTES 03/08/2016 09:33 AM clarify Action Type: Dealer contact
*** Performed by contact: Frank Martinez, *0512141310_164083
Result of Advice 1:not freeze plug & not exhaust stud. its leaking from a small crack from ex. side of block

*** PHONE LOG 03/08/2016 09:45 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the update if the leak is coming from the block Please open a PWA case for approval to replace the engine.

*** PHONE LOG 03/08/2016 04:17 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: This is a duplicate case I am closing this case and reopening the previous case.

*** CASE CLOSE 03/08/2016 04:18 PM Pacific Daylight Time JLancaster-TL

Resolution Code: Duplicate Web Case
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,913

Prod Date: 03/07/2013 **Warranty Start Date:** 03/16/2013

Dealer/Contact Data:

Dealer: LA036 Sterling Kia

Phone: 3372337630 **FAX:** 3372338617

Contact: John House **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine Mechanical # head bolts pulled out of block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 03/11/2016 02:22 PM clarify Action Type: Dealer contact
*** Performed by contact: John House, *0423120940_184255
*** This is a Request for Assistance ***

Problem Description :
vehicle arrived with bank 2 blown head gasket, removed head and head bolts pulled threads out of block in 2 holes, advise on weather to repair or if short block is needed

Diagnostics Performed :
pressure tested, head removed

*** PHONE LOG 03/11/2016 02:27 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Make sure the customer can provide proof of regular oil changes with correct filter and oil type and validate the warranty in Web DCS. If proper maintenance and warranty is validated, close this case and complete the technician satisfaction survey and open a required PWA case for PRIOR warranty authorization to replace the engine. Attach the completed and signed WRTY143 Core Data Form to the warranty case. This form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached or the agent will not be notified. Thank you.

*** PHONE LOG 03/11/2016 02:30 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Correction on the last statement. Do not open a PWA warranty case. You are a self- authorizing (DSA) dealer and no PWA warranty authorization case is required. Make sure you have proof of regular oil changes with correct filter and oil type, no neglect to the engine, and a valid warranty. Be prepared to provide proof of engine damage and maintenance to the warranty department. If proper maintenance and warranty is validated, replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required.

*** CASE CLOSE 03/17/2016 06:31 AM clarify
*** Performed by contact: John House, *0423120940_184255
replaced short block and oil pump

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 66,399

Prod Date: 03/20/2013 **Warranty Start Date:** 04/07/2013

Dealer/Contact Data:

Dealer: AZ045 Earnhardt Kia

Phone: 6023465400 **FAX:** 6023465410

Contact: David Gonzalez **Contact Title:** Shop Foreman **Service District:** WE07

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Bank 1 Head Gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 03/28/2016 03:05 PM clarify Action Type: Dealer contact
*** Performed by contact: David Gonzalez, 6239336900
*** This is a Request for Assistance ***

Problem Description :
C/S: HEAD GASKET LEAKING

Diagnostics Performed :
PERFORM INSPECTION--FOUND R/BANK LEAKING COOLANT BETWEEN BOLTS #5 AND #1 ON TIGHTENING SEQUECE PICTURE. RECOMMEND SHORT BLOCK

*** NOTES 03/28/2016 03:18 PM clarify Action Type: Dealer contact
*** Performed by contact: David Gonzalez, 6239336900
CHECK CYLINDER HEAD FOR WARPAGE--NONE
Additional Comments:CHECK CYLINDER HEAD FOR WARPAGE--NONE

*** PHONE LOG 03/28/2016 03:19 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the information please be sure to measure the cylinder head surface and check to see if it warped. If the head is warped it will require replacement also. I see you are a self authorizing DSA dealer and do not require PWA approval.

*** PHONE LOG 03/28/2016 03:29 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Ok, replace the short block and update or close the case once the vehicle is repaired.
*** Admin Note ***
Service alert escalated to CA as : K3153461 on 03/28/2016

*** CASE CLOSE 04/05/2016 05:07 PM clarify
*** Performed by contact: David Gonzalez, 6239336900

replace short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,220

Prod Date: 04/15/2013 **Warranty Start Date:** 05/18/2013

Dealer/Contact Data:

Dealer: TN047 Wyatt Johnson Kia

Phone: 9312451120 **FAX:** 9312451130

Contact: Zackery Jones **Contact Title:** Dual Technician **Service District:** SO09

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Engine Smokes **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine approval

Case History

*** NOTES 04/07/2016 07:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Zackery Jones, 9315521111
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
C/S VEHICLE WONT GO OVER 20PMH, HEARS CLICKING/SQUEAKING NOISE, AND SMOKE COMING FROM UNDER HOOD

Diagnostics Performed :
VERIFIED CUST COMPLAINT. USED KDS SCANNER TO CHECK FAULT CODES (VEHICLE HAD NO SES LIGHT ON) FOUND HISTORY CODES PO128 (COOLANT THERMOSTAT) AND PO196 (ENGINE OIL TEMP SENSOR). RAISED VEHICLE FOUND MASSIVE COOLANT AND ENGINE OIL LEAKS, FILLLED AND PRESSURIZED COOLING SYSTEM TO FIND THE REAR CORNER OF THE FRONT HEAD GASKET LEAKING COOLANT AND PRESSURE. NO FURTHER DIAGNOSIS PERFORMED.

*** PHONE LOG 04/07/2016 07:45 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Verify regular oil changes with correct filter and oil type and validate the warranty in Web DCS. Remove the valve cover and attach photos of the valve train to this case. Add a note to the case when the pictures are attached or I will not be notified. Thank you.

*** NOTES 04/07/2016 08:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Zackery Jones, 9315521111
Result of Advice 1:attachments added. warranty has been verified.

*** PHONE LOG 04/07/2016 08:38 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Please attach the completed and signed WRTY143 Core Data Form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when the form is attached or I will not be notified. Thank you.

*** NOTES 04/07/2016 11:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Zackery Jones, 9315521111
Result of Advice 1:engine core data form attached

*** PHONE LOG 04/07/2016 12:09 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Based on the information you have provided, you are authorized to replace the engine. Replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and the valve clearance properly inspected per the service information in KGIS. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Be prepared to provide all supporting documents including photos when submitting your warranty claim. Make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and submit this operation in your warranty claim. Thank you.

*** CASE CLOSE 04/07/2016 12:09 PM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
Engine approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 32,158

Prod Date: 04/20/2013 **Warranty Start Date:** 06/24/2013

Dealer/Contact Data:

Dealer: TX053 Crown Kia

Phone: 9037594667 **FAX:** 9032956823

Contact: Justin Witthaus **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:** P0306

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 04/15/2016 11:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
*** This is a Request for Assistance ***

Problem Description :
Vehicle was brought in on a wrecker. Complaint of blown head gasket. Started the vehicle. Could smell coolant in the exhaust. Could see exhaust coming out of the radiator when the cap was removed. Could see coolant coming out of the engine between the engine block and bank 2 cylinder head.

Diagnostics Performed :
visual inspection

*** PHONE LOG 04/15/2016 11:18 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Can you determine why the vehicle overheated? Does it appear that the vehicle has ever been in a collision? After market radiator?
Advice 2: I recommend that you remove the cylinder head and inspect the block and head surface flatness with a precision straight edge as outlined in the shop manual.

*** NOTES 04/15/2016 11:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
Result of Advice 1:No. not sure why it over hated but it looks like the head has been leaking coolant for a while. It does not appear to have been in a collision. All of the front clip parts look original as compared to another sorento.
Result of Advice 2:will do.
Additional Comments:k

*** RESEARCH LOG 04/15/2016 11:55 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** NOTES 04/26/2016 01:45 PM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
Result of Advice 1:Finally got some time to work on this vehicle.
During the process of dismantling the engine I found that a gasket on the coolant temp. ctrl. assy. has failed.
P/N of the gasket that failed is 25651 3CAA0.
Result of Advice 2:Haven't got that far yet.
Additional Comments:Do you realize that if I were a flag time tech this whole process would be costing me countless hours of work that I would not be getting payed for.

** Admin Note ***
ervice alert escalated to CA as : K3172512 on 04/26/2016

*** PHONE LOG 04/27/2016 04:22 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Techline's focus is to aid in the proper diagnosis and repair of the vehicle. We can't just recommend replacing parts until proper diagnosis has been performed.

*** NOTES 04/27/2016 06:14 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
Result of Advice 1:During the removal of the heads two of the head bolts came out with a good portion of the engine block threads still attached.
Additional Comments:k

*** PHONE LOG 04/27/2016 06:20 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Based on the information provided I recommend replacing the long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim. You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Thanks

*** NOTES 04/27/2016 06:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
Result of Advice 1:thanks. will do.
Additional Comments:k

*** CASE CLOSE 04/27/2016 06:43 AM clarify
*** Performed by contact: Justin Witthaus,
engine block damaged due to over heating due to failure of coolant gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,995

Prod Date: 05/14/2013 **Warranty Start Date:** 07/07/2013

Dealer/Contact Data:

Dealer: CA211 Riverside Kia

Phone: 9515091000 **FAX:** 9513430804

Contact: Marcos Dionicio-Rosale **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 04/25/2016 10:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Marcos Rosales, 9512610268
*** This is a Request for Assistance ***

Problem Description :
Customer states vehicle is overheating and temperature goes to hot.

Diagnostics Performed :
Verify customer's concern, inspect and found coolant leaking thru left side of block in between cylinder head and block (bank 2). Removed cylinder head for inspection, found loose head bolts and threads came along with one of the head bolts.

*** PHONE LOG 04/25/2016 10:16 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please attach pictures of the concern to the case, if the repair is under warranty you will need to open a PWA case for approval to replace the engine. Is the head warped?

*** NOTES 04/25/2016 11:09 AM clarify Action Type: Dealer contact
*** Performed by contact: Marcos Rosales, 9512610268
Result of Advice 1:Just opened a pwa case.
Additional Comments:Head is not warped and vehicle has been properly maintained.

*** RESEARCH LOG 04/25/2016 12:27 PM Pacific Daylight Time JLancaster-TL Action Type:Administrative task
Thanks for the update.
*** Admin Note ***
Service alert escalated to CA as : K3171445 on 04/25/2016

*** CASE CLOSE 05/17/2016 10:27 AM clarify
*** Performed by contact: Marcos Rosales, 9512610268

Replaced long block assy.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,397

Prod Date: 03/29/2014 **Warranty Start Date:** 07/30/2014

Dealer/Contact Data:

Dealer: LA036 Sterling Kia

Phone: 3372337630 **FAX:** 3372338617

Contact: Matthew Meche **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine - Reman Engine Concern #After long block replacement

Symptom: Unusual Noise **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 04/26/2016 06:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
*** This is a Request for Assistance ***

Problem Description :
long block was replaced due to engine overheating causing blown headgaskets.

Diagnostics Performed :
replaced long block, after running it noticed a rattle noise from bank 1, when reving from 2500 rpm on up. actuated bank 1 intake cam while reving at 2500 rpm and tones changed. bank 1 intake actual and desired are pretty far off while revving. i am attaching flight record. the first few mins is just idling and at the end i am revving engine.

*** PHONE LOG 04/26/2016 06:41 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
While the noise is present see if it stops or changes when disabling one cylinder at a time.

*** NOTES 04/26/2016 07:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:i cant disable the cylinders in the actuation test because the noise is only present when revving the engine. the test will not work unless vehicle is idle.

*** PHONE LOG 04/26/2016 09:00 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I am just trying to eliminate the possibility of a problem in one of the cylinders before recommending to remove and inspect the CVVT gear. Are you able to reach cylinder number 1 coil pack ?. If so disconnect the coil pack when the noise is occurring to see if it changes or dampens.

*** NOTES 04/26/2016 11:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:i cannot reach the plug

*** PHONE LOG 04/26/2016 12:44 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Can you isolate the noise to the CVVT gear area by using a stethoscope ?.

** Admin Note ***
ervice alert escalated to CA as : K3172538 on 04/26/2016

*** NOTES 04/27/2016 04:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
the noise is for sure comming from around that area. im pretty sure its the intake cam actuator due to the fact that the noise changes when actuating that cam. and seeing the actual and desired position so far off make me think that its aroud that area.
Additional Comments:the noise is for sure comming from around that area. im pretty sure its the intake cam actuator due to the fact that the noise changes when actuating that cam. and seeing the actual and desired position so far off make me think that its aroud that area.

*** PHONE LOG 04/27/2016 04:54 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I agree with you I was just trying to confirm this my eliminating any other possibilities. Remove the cvvt gear and cam assembly for inspections. Make sure to check the dowel pin for damage or the hole for elongation. Check to see if the cvvt gear is locked into place. If the gear was not locked into place when installed it would cause this type of concern. Thank you

*** PHONE LOG 04/27/2016 06:24 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I will need a clear picture of the remanufacture tag on the side of the engine for the service engineer per his request. Please attach the picture to the case per pitstop 410 and update the case once this has been done so I know the picture is attached. Thank you

*** NOTES 04/27/2016 09:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:I pulled the timing chain off bank one, and the intake gear moves a lil bit on the shaft compared to the exhaust gear that doesnt move at all. There shouldnt be any movent on the shaft at all correct? If so that could be the problem. The dial pin doesnt look messed up and the hole doesnt look elongated by eye.

*** PHONE LOG 04/27/2016 09:24 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Your correct the cvvt gear should not move. Based off of this information I would like you to replace the cvvt gear and cam. Note, Matthew I still need the picture of the remanufacture tag on the engine ?.

*** NOTES 04/28/2016 11:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:Replaced bank 1 intake cvvt and cam shaft. still have rattling noise. i cant take a picture of the tag on the engine. it is behind the alt. and manifold.

*** EMAIL OUT Èì JGossling-TL Action Type:External email
Send to:[Ferry, Peter [KMA]]
Pete,
Here is the case your requested for review.

<<File Attachment: \\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_T3171682_JGossling-TL_04-28-2016144222.doc>>

*** PHONE LOG 04/28/2016 01:43 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
The case is being reviewed my the Service Engineer.

*** PHONE LOG 04/29/2016 04:44 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I need the number off of the blue remanufactured tag on the engine next to the alternator. If you list an email address I would send you a picture showing the location.

*** NOTES 04/29/2016 06:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:ccarter@saveatsterling.com

*** PHONE LOG 04/29/2016 06:48 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
The picture has been sent.

*** PHONE LOG 04/29/2016 07:08 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Thank you for the picture. I will forward the picture to the Service Engineer and see what he recommends.

*** PHONE LOG 04/29/2016 07:50 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
The Service Engineer is requesting a clear recording of the noise. Please attach the recording to the case per pitstop 410 and let me know once this has been completed. Thank you

*** NOTES 04/29/2016 11:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:are you able to view video???

*** PHONE LOG 04/29/2016 01:40 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
The video will not open up. What did you use to take the video ?.

*** NOTES 04/29/2016 01:55 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:used a cell, I had some trouble transferring to the computer, I can text it to you if you would like.

*** PHONE LOG 04/29/2016 01:58 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Send the video to JGossling@kiausa.com along with the case number so I know what case it is for. Thank you
Advice 2: Note,
I am leaving in a couple of minutes so I will not be able to get back to you until Monday. Thank you

*** NOTES 04/29/2016 02:05 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:email sent
Result of Advice 2:email sent

*** PHONE LOG 04/30/2016 10:15 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
The sound recording has been sent to the Service Engineer for review. Thank you,

*** PHONE LOG 05/02/2016 08:02 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Please text the video to the Service Engineer at 949-701-2176 as he is not able to open the video either. Thank you

*** PHONE LOG 05/03/2016 01:34 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I reviewed the case with the Service Engineer and he advised to replace the timing chain tensioners and guides. Make sure to carefully inspect for any damage or metal/aluminum debris when you have the engine apart. Thank you

*** NOTES 05/05/2016 08:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:REMOVED THE OIL PAN AND FOUND METAL SHAVINGS.

*** PHONE LOG 05/05/2016 09:00 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I need a very clear picture of the metal contamination in the oil pan for review. Attach the picture to the case per pitstop 410 and make sure to update the case once this has been done. Thank you,

*** NOTES 05/05/2016 10:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:picture sent

*** PHONE LOG 05/05/2016 10:49 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Pictures have been forwarded to the Service Engineer.

*** PHONE LOG 05/05/2016 01:19 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Remove the OCV valves and check for metal contamination and if found attach a picture of the OCV valve showing the metal contamination. Thank you

*** NOTES 05/05/2016 02:20 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:no metal contamination found in the oil control valves.

*** NOTES 05/05/2016 02:20 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:no metal contamination found in the oil control valves.
Additional Comments:Result of Advice 1:no metal contamination found in the oil control valves.

*** PHONE LOG 05/06/2016 10:33 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Matthew,
I am having my senior tech line agent review this case.

*** PHONE LOG 05/09/2016 04:49 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Per the Service Engineer remove the timing case cover and inspect the guides, chain & gears for damage or abnormal wear. Thank you

*** NOTES 05/10/2016 05:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:found some metal shavings after removing the timing cover, but all the timing components look good, no abnormal wear.

*** PHONE LOG 05/10/2016 06:41 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Based off of your information I recommend you parts warranty the long block to repair this vehicle. Thank you

*** NOTES 05/13/2016 11:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:just finished installing the parts warranty long block and it has the same exact noise as the last long block

*** PHONE LOG 05/13/2016 02:22 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Can you deturmine if the noise is in the timing cover area or the timing cover?
Remove the OCV valves and check for metal contamination and if found attach a picture of the OCV valve showing the metal contamination. Thank you

*** PHONE LOG 05/16/2016 04:40 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
Please remove the drive belt and see if the noise is still present.

*** NOTES 05/16/2016 07:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Meche, 3372337630
Result of Advice 1:no metal on the ocv's. the noise sounds like its around the bank one side of the timing cover. pretty much same as last time. i ran it with no drive belt and the noise is still there.

*** PHONE LOG 05/16/2016 08:48 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
I am escalating this case for assistance from your FTS. Make sure to have your service manager contact your dpsm for help with setting up an appointment with the FTS.
[!<For Internal Use Only
I have reviewed this case with Rob Levy and have been advised to escalate the case. This vehicle needs to be inspected by the FTS to determine what is causing the noise. >!]

*** CASE CLOSE 06/07/2016 12:44 PM clarify
*** Performed by contact: Matthew Meche, 3372337630
replaced long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 32,187

Prod Date: 04/20/2013 **Warranty Start Date:** 06/24/2013

Dealer/Contact Data:

Dealer: TX053 Crown Kia

Phone: 9037594667 **FAX:** 9032956823

Contact: Justin Witthaus **Contact Title:** Exclusive Kia Technician **Service District:** SW07

Case Details:

Case Title: Engine Mechanical # overheated Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine replacement

Case History

*** NOTES 04/27/2016 07:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
coolant gasket failed and caused the engine to over heat. during the tear down and inspection process I was removing the head bolts when two of the head bolts came out with the engine block threads still attached.
techline case #T3165651 recommended replacement of engine.

Diagnostics Performed :
visual inspection

*** PHONE LOG 04/27/2016 07:28 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Before approval can be granted on this PWA request for engine replacement, please complete and sign the NEW Current WRTY-143 core data form and ask your Service Manager to sign it as well. Attach the completed form to the case and add a case note informing us that you have done so. Please refer to Warranty Bulletin 2015-09 for more information. Once the form has been received, I will process your request. Thank you.

*** NOTES 04/27/2016 07:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Justin Witthaus,
Result of Advice 1:warranty form has already been attached
Additional Comments:k

*** PHONE LOG 04/27/2016 08:17 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required.
Tech Line Case T3165651

*** CASE CLOSE 04/27/2016 08:17 AM Pacific Daylight Time JBrookes

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine replacement authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,158

Prod Date: 09/17/2013 **Warranty Start Date:** 10/25/2013

Dealer/Contact Data:

Dealer: MI031 Feldman Kia

Phone: 2484783800 **FAX:** 2482645160

Contact: Temous Frank **Contact Title:** Exclusive Kia Technician **Service District:** CE06

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Hard to start

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component:

Resolution: I am closing this case due to

Case History

*** NOTES 05/02/2016 10:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Temous Frank, 2484783800
*** This is a Request for Assistance ***

Problem Description :
C/S that the vehicle has no heat and was low on coolant. They added coolant and now vehicle is hard to start.

Diagnostics Performed :
Performed MPI and found coolant was low. Observed splatter on Bank #2 converter, block and trans. No DTC's are present at this time. Filled with water, started vehicle to check for leaks. Observed leak from cyl #6 pushing out coolant from between cylinder head and block. Suggestions?

*** PHONE LOG 05/02/2016 10:24 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Temous Hello
Can you tell me if this vehicle was over heated?
Block check the engine to see if it has exhaust gasses in the cooling system.
Pressure test the cooling system, Look very carefully at the source of the leak, is it coming from the exhaust manifold bolt? or the head gasket?
Please let me know Thank you

*** NOTES 05/03/2016 11:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Temous Frank, 2484783800
Result of Advice 1:The C/S his wife was driving the vehicle for the day. She had told him she was going around 40mph when the vehicle started driving funny. She continued to drive and also noticed there wasn't any heat. She told him about it when she got home. He checked the coolant and says it was low, after adding some and trying to restart the vehicle it was hard to get it started. They then decided to have it towed in for service. Their was no admission from the customer that they overheated it.
Additional Comments:Yes there are exhaust gases in the coolant and the leak is coming from the head gasket not the

exhaust manifold bolt.

*** PHONE LOG 05/03/2016 12:03 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Are there any other signs of coolant leaking other than the head gasket? Radiator, hoses, water pump? please let me know, thanks

*** NOTES 05/05/2016 07:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Temous Frank, 2484783800
Result of Advice 1:No Sir I don't see any other leaks.

*** PHONE LOG 05/05/2016 07:39 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Please remove the cylinder heads for inspection,
Send the cylinder head out for inspection and repair,
Inspect the engine block very carefully, Check the block mating surface for warpage with a precision strait edge, Inspect all of the cylinder walls looking for any irregularity (scraping, bluing) If any are found please take a few pictures and add them to the case,
Add a case note so I will be made aware that they are there,
Please report your findings, Thank you

*** PHONE LOG 05/09/2016 07:30 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: What is the status of this case?
If vehicle is finished please close the case, And complete the survey, Thank you

*** NOTES 06/13/2016 01:46 PM clarify Action Type: Dealer contact
*** Performed by contact: Temous Frank, 2484783800
Result of Advice 1:Removed cylinder heads and sent them out to be insp. Heads were returned Okay. However, when the heads were removed one of headbolts came out with the threads still on it. This bolt is near cylinder#6 where I saw the leakage when the vehicle was running.
Additional Comments:Result of Advice 1:Removed cylinder heads and sent them out to be insp. Heads were returned Okay. However, when the heads were removed one of headbolts came out with the threads still on it. This bolt is near cylinder#6 where I saw the leakage when the vehicle was running.

*** PHONE LOG 06/13/2016 01:54 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: If the threads are pulled out of the block then the engine will need to be replaced.

Advice 2: Based on the information you have provided the engine will need to be replaced, Since your dealership is a DSA dealer PWA approval is not necessary. Please upon completion of the vehicle please close the case and complete the survey, Thank you

** Admin Note ***
ervice alert escalated to CA as : K3203826 on 06/13/2016

*** NOTES 06/20/2016 07:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Temous Frank, 2484783800
Pardon the interruption, would the recommended engine be a short or long block seeing as the engine was dismantled to have the heads inspected?
Additional Comments:Pardon the interruption, would the recommended engine be a short or long block seeing as the engine was dismantled to have the heads inspected?

*** PHONE LOG 06/20/2016 08:34 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Since the motor was over heated I would suggest that you replace the engine as a long block, Thank you

*** CASE CLOSE 09/03/2016 09:28 AM Pacific Daylight Time FLusic-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
I am closing this case due to lack of response from the technician

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,924

Prod Date: 03/28/2013 **Warranty Start Date:** 05/08/2013

Dealer/Contact Data:

Dealer: IL054 Gerald Kia of Naperville

Phone: 6304452542 **FAX:** 6306370386

Contact: Gregory Dubs **Contact Title:** Exclusive Kia Technician **Service District:** CE01

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Gave PWA approval

Case History

*** NOTES 05/03/2016 08:09 AM clarify Action Type: Dealer contact
*** Performed by contact: Gregory Dubs, 6303553900
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
c/s vehicle is overheating and has to add 1/2 gallon of coolant every 35 miles

Diagnostics Performed :
found coolant level low, topped off and drove, found coolant system over pressurizing and pushing coolant out of overflow, found exhaust gases getting into coolant and signs of coolant leak on bottom of back cylinder head, removed engine and started to replace head gaskets, back cylinder head has 3 bolts loose and stripped out block holes, have not removed any head bolts yet, just checked tightness

*** PHONE LOG 05/03/2016 08:25 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: Was there any buildup on the valvetrain when you removed the rocker cover? Please take a couple photos and attach to the case thanks.

*** NOTES 05/03/2016 09:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Gregory Dubs, 6303553900
Result of Advice 1:There was no build up and no signs of sludge on the valve train, I have attached photos of each cylinder head and the camshafts along with the pwa form

*** PHONE LOG 05/03/2016 09:32 AM Pacific Daylight Time SCamarillo-TL Action Type:Web Contact
Advice 1: OK thanks for doing that. Please replace the engine on this vehicle. The remanufactured long block (Sub Engine) is

no longer available for 2014-2015 Sorento with the 3.3L Lambda 2 for AWD vehicles ONLY. Please order the short block, cylinder heads and any other necessary related parts. FYI. FWD long block (Sub Engine) P/N 133W1 3CS00R is still available. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Make sure to clean out all debris from any component being transferred from the failed engine.

*** CASE CLOSE 05/03/2016 09:32 AM Pacific Daylight Time SCamarillo-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Gave PWA approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,925

Prod Date: 09/11/2013 **Warranty Start Date:** 10/06/2013

Dealer/Contact Data:

Dealer: CA231 Fuller Kia

Phone: 6196562500 **FAX:** 6196563349

Contact: Gabriel Segura **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: engine was replaced

Case History

*** NOTES 05/12/2016 08:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
*** This is a Request for Assistance ***

Problem Description :
Vehicle was towed in, Vehicle overheated while driving up hill.

Diagnostics Performed :
Found low coolant level. No dtc. Coolant pressure test indicated water cooling assembly was cause of low coolant level. Cooling assembly was replaced. First initial block test did not reveal gasket failure, However, visual inspection was able to identify bubbling at bank#1 cylinder head gasket by external head bolt. Continue

*** NOTES 05/12/2016 09:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
continue- After replacement of water cooling assembly. Cooling system was topped off and purged of air pockets. Observed cooling fans coming on at temp 202 degrees F'. Vehicle was test driven. Vehicle did not over heat during test drive. Vehicle was returned to customer. Vehicle returned to dealer with overheating concern. Block test was performed. Block test failed this time. I will do compression test to check piston ring integrity. Recommend removing cylinder heads to check for warpage and report findings. Additional Comments:continue- After replacement of water cooling assembly. Cooling system was topped off and purged of air pockets. Observed cooling fans coming on at temp 202 degrees F'. Vehicle was test driven. Vehicle did not over heat during test drive. Vehicle was returned to customer. Vehicle returned to dealer with overheating concern. Block test was performed. Block test failed this time. I will do compression test to check piston ring integrity. Recommend removing cylinder heads to check for warpage and report findings.

*** PHONE LOG 05/12/2016 09:05 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: What was replaced in the cooling system and how many miles did the vehicle go, Can you provide a picture of the part that was replaced. If the engine overheated due to a coolant leaks and there is no outside influence that caused the leak

please perform update the case. provide compression test results and picture of the condition of the engine valve train with the valve cover removed. Is the coolant clean or is there any signs of substance or stop leak found in the cooling system?

** Admin Note ***
ervice alert escalated to CA as : K3183110 on 05/12/2016

*** NOTES 05/16/2016 09:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
Thermostat housing was replaced.
Compression is good. 200-210psi across the board for cylinder compression. Heres the pictures of the valve train and actual cylinder head leaking.

Additional Comments:Thermostat housing was replaced.
Compression is good. 200-210psi across the board for cylinder compression. Heres the pictures of the valve train and actual cylinder head leaking.

*** PHONE LOG 05/16/2016 09:49 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the update, I have seen on the 3.3 L to have coolant leak from the cylinder head where the exhaust stud have been installed to deep and allowing coolant leak from exhaust manifold studs. I recommend remove heads and inspect for damage or warp head with DPSM approval.

*** NOTES 05/23/2016 12:32 PM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
Result of Advice 1:Hi Jesse, Authorization was given to remove heads for inspection. Checked for warp condition on head. Measured.002 in the center. In other surface areas of the head I measured .001. The cylinder block measured .002 in two areas of the block. however, When removing the cylinder head their were several head bolts loose towards the back of the head also the treads in one of the bolt hole are coming apart.

*** NOTES 05/23/2016 12:36 PM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
Result of Advice 1:I also removed the studs on the cylinder head and checked for coolant. No coolant found.
Additional Comments:At this point I recommend a Reman Longblock do to bolt hole and over heating twice.

*** PHONE LOG 05/24/2016 05:30 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Gabriel, based on the information provided the long block should be replaced. You are required to open a separate TL PWA Case for authorization for engine replacement approval PRIOR to replacement, reference this techline case number in your notes. Refer to Warranty bulletin 2015-09 for information on this process.

*** CASE CLOSE 06/07/2016 11:16 AM clarify
*** Performed by contact: Gabriel Segura, 6196562500
engine was replaced

*** CASE CLOSE 10/14/2016 08:46 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
engine was replaced

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 51,985

Prod Date: 09/17/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: CO034 Ehrlich I-25 Kia

Phone: 3035324617 **FAX:** 3037765447

Contact: **Contact Title:** **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine approval

Case History

*** NOTES 05/20/2016 06:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Martinez, 3035324617
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Customer states there is a coolant leak. .

Diagnostics Performed :
Found left head gasket leaking near cylinder 6. During head replacement while trying to torque down one of the head bolts, next to cylinder 6, found bolt would not torque down. Bolt was removed and found threads stripped out of engine block. No long block available. Short block replacement needed.

*** PHONE LOG 05/20/2016 06:47 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: If proper maintenance and warranty have been validated, please attach the completed and signed WRTY143 (REV. 10/30/2015) Core Data Form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. The box at the bottom of the form MUST be checked stating that the dealer has validated the appropriate maintenance has been completed. Add a note to the case when the form is attached or I will not be notified. Thank you.
* Make sure to use the updated form https://www.kdealer.com/fixedops/Forms/WRTY143%20Engine%20TL%20PWA%20Form.pdf with WRTY143 (Rev. 10/30/2015) at the bottom of the form.

*** NOTES 05/20/2016 06:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Martinez, 3035324617
Result of Advice 1:Attached

*** PHONE LOG 05/20/2016 06:53 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Benjamin. The box at the bottom of the form MUST be checked stating that the dealer has validated the appropriate maintenance has been completed. Add a note to the case when the form is attached or I will not be notified. Thank you.

*** NOTES 05/20/2016 07:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Martinez, 3035324617
Result of Advice 1:Sorry about that. New sheet attached

*** PHONE LOG 05/20/2016 07:14 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Based on the information you have provided, you are authorized to replace the engine. Replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and the valve clearance properly inspected per the service information in KGIS. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Be prepared to provide all supporting documents including photos when submitting your warranty claim. Make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and submit this operation in your warranty claim. If the failed engine had catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. Thank you.

*** CASE CLOSE 05/20/2016 07:14 AM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
Engine approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,925

Prod Date: 09/11/2013 **Warranty Start Date:** 10/06/2013

Dealer/Contact Data:

Dealer: CA231 Fuller Kia

Phone: 6196562500 **FAX:** 6196563349

Contact: Gabriel Segura **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating_Damage **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** NOTES 05/26/2016 07:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Vehicle was towed in. Vehicle over heated while driving.

Diagnostics Performed :
Performed block test- Engine block test failed. Cylinder heads were removed to check for warped heads. Found left cylinder head to be at. Cylinder block was also measured and is also at spec. Further inspection found loose cylinder head bolts. Bolt hole to cylinder block has treads that are destroyed.

*** PHONE LOG 05/26/2016 08:04 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Please complete, sign, and attach your core data sheet WRTY143 to the case. It must have both yours, and your manager's signatures on it. Please add a note to this case to let me know you have attached this form.

Please visit KDealer and download the newest version of WRTY143 as the old version will no longer be accepted. Thank you.

*** NOTES 05/26/2016 08:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
Result of Advice 1:Hi James. PWA sign,sealed, delivered. Thanks

*** PHONE LOG 05/26/2016 08:24 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Hate to burst your bubble, but that's the wrong form. I need the newest one that is available on KDealer.

*** NOTES 05/26/2016 09:56 AM clarify Action Type: Dealer contact
*** Performed by contact: Gabriel Segura, 6196562500
Result of Advice 1:Lol. No problem James. Here you go. It's under PWA#2

*** PHONE LOG 05/26/2016 10:10 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Also be sure that you perform appropriate valve adjustment to bring lash into specification when assembling your cylinder head if cylinder head replacement on short block is necessary. If you are replacing an engine that has had a catastrophic failure such as a rod through the block, shattered piston, or large quantities of larger size debris in the oil pan, replacement of intake manifold will also be required.

*** CASE CLOSE 05/26/2016 10:10 AM Pacific Daylight Time JPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,974

Prod Date: 04/05/2013 **Warranty Start Date:** 07/24/2013

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090 **FAX:** 3042915512

Contact: Eric Nicholson **Contact Title:** Exclusive Kia Technician **Service District:** SO05

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 05/27/2016 05:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Eric Nicholson, *11292011113532
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
engine over heating.

Diagnostics Performed :
performed cylinder leak down test. found excessive leakage on cylinder #6. bubbles forming at radiator filler neck. removed head found faulty head gasket on bank two.

*** PHONE LOG 05/27/2016 05:53 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: PWA cases are only for obtaining approval to replace the engine. Has the vehicle been properly maintained? Is the cylinder head and block surface flatness beyond specification when checking it with a precision straight edge as outlined in the shop manual?

*** NOTES 05/27/2016 12:21 PM clarify Action Type: Dealer contact
*** Performed by contact: Eric Nicholson, *11292011113532
Result of Advice 1:block surface is within spec, but heads will need machined

*** PHONE LOG 05/27/2016 12:35 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: We do not recommend resurfacing cylinder heads. Is there any cylinder scoring or piston damage?

*** PHONE LOG 05/31/2016 07:22 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please provide the requested information. Any repairs performed prior to obtaining approval could result in an unpaid warranty claim.
Advice 2: We do not recommend resurfacing cylinder heads. Is there any cylinder scoring or piston damage?

*** PHONE LOG 05/31/2016 12:34 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If the requested information is not provided I will have to DENY yor request.

*** PHONE LOG 06/01/2016 05:25 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Called tech. Tech states that just 1 cylinder head is warped, bank 2. Tech states that the DPSM advised him to open a PWA case on any repair over $1000. Advised tech that information is not accurate. Advised techline only provides PWA for engine and automatic transmisison replacement. All other approval still go through the DPSM.

*** CASE CLOSE 06/01/2016 05:28 AM Pacific Daylight Time dbrisky

Resolution Code: Information Given
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,545

Prod Date: 05/06/2013 **Warranty Start Date:** 05/17/2013

Dealer/Contact Data:

Dealer: GA093 Nalley Kia

Phone: 7708799060 **FAX:** 6787501353

Contact: John Harris **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Coolant leak

Symptom: Overheating_Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 06/08/2016 06:32 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
*** This is a Request for Assistance ***

Problem Description :
FOUND VEHICLE OVER HEATING, VEHICLE LEAKING FROM COOLANT PIPING ON SIDE OF BANK TWO CYLINDER HEAD, ALSO LEAKING FROM CYLINDER HEAD GASKET CHECKED OIL FOR CONTAMINATION FOUND COOLANT IN OIL.

Diagnostics Performed :
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*** PHONE LOG 06/08/2016 06:48 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
Perform a leak down test on all cylinders and list the results. While performing the test see if coolant pushes back out of the radiator on any particular cylinders.

*** NOTES 06/08/2016 07:03 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:My compression is good, performed leak down test 2-3 % across the board, no air coming up from radiator during test.

*** PHONE LOG 06/08/2016 07:36 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
That was a really fast leak down test ?. The test didn't even take you 15 minute on a V6 engine.

*** NOTES 06/08/2016 08:16 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:i had already checked before you asked

*** PHONE LOG 06/08/2016 08:33 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
remove all the spark plugs if not already out. Next top off the coolant and pressure test the cooling system while watching for coolant build up in any of the cylinders.

*** NOTES 06/08/2016 10:04 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:pressure checked cylinders no coolant entering cylinders, i do have coolant leaking out bank two cylinder head back side and also coolant pipe where it meets the cylinder head, vehicle has been overheated do to water inlet pipe leaking, which in turn caused cylinder head gasket to leak on outer edge warped cylinder head. I don't a misfire condition or drivability issue, i can still have a head gasket issue without it leaking in to cylinder.

*** PHONE LOG 06/08/2016 10:11 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
I understand you can have a leaking head gasket without leaking into the cylinders. Based off of this information you will need to contact your dspm for authorization to replace the leaking head gasket and pipe. Make sure to thoroughly test drive the vehicle after the repair is complete to ensure there are no other problems. Thank you

*** NOTES 06/08/2016 10:17 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:so should I send cylinder out for decking?

*** PHONE LOG 06/08/2016 10:20 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
It is against Kia's policy to resurface their cylinder heads or blocks. If you find the cylinder head or block to be warped you will need to replace the warped component. Please follow the shop manual on checking the cylinder head and block for warpage. Thank you

*** NOTES 06/08/2016 10:28 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:What about the coolant mixing in the oil, will cause bearing damage, or at atleast premature failure.

*** PHONE LOG 06/08/2016 10:34 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
It all depends on how long the coolant was mixed in with the oil and how long the customer drove the vehicle under these conditions I have seen it cause damage and other times cause no damage at all. I would inspect the cylinder walls for damage once you have the heads off. You can even pull a couple of bearing caps off for inspection.

*** NOTES 06/09/2016 08:56 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:I emailed some pictures when taking head bolts off three of the bolts were tight and where head gasket was leaking threads came out of block.

*** PHONE LOG 06/09/2016 10:46 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
I did not receive the pictures. Please attach the pictures to the case per pitstop 410. Once this has been done you will need to update the case so I am aware the pictures are there. Thank you

*** NOTES 06/09/2016 11:34 AM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:pictures added.

*** NOTES 06/09/2016 12:52 PM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
Result of Advice 1:I added pictures.

*** PHONE LOG 06/09/2016 12:52 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: John,
Based off of the picture of the head bolt you will need to open a pwa case for warranty authorization for approval to replace the long block. Make sure to reference the tech line case in the pwa case. Thank you
Advice 2: Make sure you have proof of regular oil changes with correct filter and oil type and a valid warranty. Be prepared to provide proof of engine damage and maintenance to the warranty department. Open a required PWA for approval to replace the engine and update and close this case. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed. Note, THERE IS A UPDATED WTY143 FORM NOW ON KGIS. This form MUST have the box checked located just above the Service managers signature. Thank you.

*** CASE CLOSE 06/18/2016 11:07 AM clarify
*** Performed by contact: John Harris, 7275255785
long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,545

Prod Date: 05/06/2013 **Warranty Start Date:** 05/17/2013

Dealer/Contact Data:

Dealer: GA093 Nalley Kia

Phone: 7708799060 **FAX:** 6787501353

Contact: John Harris **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # coolant leak - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** NOTES 06/09/2016 01:01 PM clarify Action Type: Dealer contact
*** Performed by contact: John Harris, 7275255785
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Vehicle over heated, leaking from bank two cylinder head, also have antifreeze in oil, while performing tear down of cylinder heads off of block three head bolts tight on bank 2 cylinder head and where coolant leak is happening threads from block came out with head bolts.

Diagnostics Performed :
ref T 3199931

*** PHONE LOG 06/09/2016 01:08 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: John, I have reviewed your assistance case. If you have verified the customer's service records, verified that there is no build up in the engine or other signs of neglect, the engine has not sustained any external impact and the warranty is still valid according to Web DCS, please refer to warranty bulletin 2015-09 and attach the core data sheet WRTY143. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this PWA case before it can be approved. Please add a note to the case once it is attached so that I know it is there.

If you have not been able to validate all required services, remove the valve cover and attach at least one clear photo of the valve train to the case. Add a note so I know it is there.

Make sure you are using the newest core data form. A new version of the WRTY143 was released in April. Older Versions will no longer be accepted. You can find the newest version on Kdealer under Fixed ops, Warranty, Forms.

*** NOTES 06/09/2016 01:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Chad Dalton, 7708799060
Result of Advice 1:attached forms

*** PHONE LOG 06/09/2016 01:52 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: John, based on the information you have provided, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head with related components. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Make sure valve lash is checked before final assembly. Contact the Parts Hotline for assistance with ordering needed parts if required. Be prepared to provide all supporting documents (maintenance records, etc.), including photos, when submitting your warranty claim. Make sure you clean any and all metal debris from any parts transferred from the failed engine and submit this operation with your warranty claim. If the failed engine has catastrophic damage (rod through the block, large metal debris in the pan, or seized), please replace the intake manifold as well. If the engine is equipped with a turbo, please be sure to also inspect the turbo and oil feed line for metal debris, build up or damage and replace the turbo and oil feed line if necessary. Thank you.

*** CASE CLOSE 06/09/2016 01:52 PM Pacific Daylight Time GPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 44,230

Prod Date: 03/26/2013 **Warranty Start Date:** 04/26/2013

Dealer/Contact Data:

Dealer: TX107 Beck & Masten Kia

Phone: 2815391111 **FAX:** 2816553099

Contact: Richard Raderchak **Contact Title:** Exclusive Kia Technician **Service District:** SW01

Case Details:

Case Title: Fluid Leak - Engine oil #

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Timing Cover

Resolution:

Case History

*** NOTES 06/16/2016 10:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, 2815391111
*** This is a Request for Assistance ***

Problem Description :
oil leaking on driveway.

Diagnostics Performed :
raised vehicle on lift and cleaned all areas of oil and grime. left engine run for several hours and found leak at front timing cover in the area where the head meets the block.
Engine shortblock has just been replaced at a different KIA dealership October of last year.

*** PHONE LOG 06/16/2016 10:37 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please attach pictures of the source of the leak to the case, is the leak from the timing cover mating surface, and can it be resealed?

*** NOTES 06/16/2016 02:03 PM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, 2815391111
Result of Advice 1:I believe all we can do is try to reseal the cover to start with. But that is the area where a little sealant should have been added between the head and block sandwiched with the head gasket.
Additional Comments:pictures have been attached

*** PHONE LOG 06/16/2016 03:11 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Is that JB weld on the side of the block, head and timing cover? Can you please attach a picture of the blue reman tag found near the starter motor area? I will need to fallow up with the model engineer with further instruction if they would like to inspect the engine or rec to try and reseal.

*** EMAIL OUT øë JLancaster-TL Action Type:External email
Send to:[Ferry, Peter [KMA]]
CC List:[Cartagena, Tony [KMA]]
You have been sent a Techline Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Techline Assistance Center at 800.494.4542 AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not To be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\TL_Attachments\SendHistory\Case_T3206649_JLancaster-TL_06-16-2016161401.doc>>

*** NOTES 06/17/2016 06:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, 2815391111
Result of Advice 1:Ive attached the only numbers on the block that I can find. Unable to find a reman tag. should be on rear of the block (firewall side) correct?

*** PHONE LOG 06/17/2016 08:35 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: I am unable to open the pictures at the moment, I Recommend clean the JBweld off and inspect for any impact damage and attempt to reseal the oil leak, if you see any signs of damage or unable to repair the leak let me know.

*** NOTES 06/17/2016 10:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Raderchak, 2815391111
Result of Advice 1:It does look like jbweld or some sort of epoxy, at first it looked like sealant. I will try to clean it off and see what we got. May have to remove the timing cover just to get the stuff off. Just a note... there are several brackets/wire harness left loose-missing as well.

*** PHONE LOG 06/17/2016 10:54 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the update, can you attach more pictures once the JB weld is cleaned off and the leak is exposed it there is damage or cracks found. Also let me know if you can determine if the is damage found if it looks like possible it was damaged in the shipping of the engine or technician error.

*** CASE CLOSE 06/28/2016 12:25 PM clarify
*** Performed by contact: Richard Raderchak, 2815391111
customer picked up vehicle

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,762

Prod Date: 01/07/2014 **Warranty Start Date:** 05/16/2014

Dealer/Contact Data:

Dealer: LA047 Lakeshore Kia

Phone: 9856419595 **FAX:** 9856397580

Contact: Patrick Dell **Contact Title:** Dual Technician **Service District:** SW04

Case Details:

Case Title: Engine - Rough idle/Misfire # Possible blown head gasket

Symptom: Rough Idle **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 06/21/2016 09:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Patrick Dell, 9856419595
*** This is a Request for Assistance ***

Problem Description :
vehicle running real rough at idle

Diagnostics Performed :
found coolant low in radiator and none in the reservoir
added coolant to reservoir and radiator which added up to be a quart low
cranked engine to warm up to notice that there are air bubbles coming up intermittently. the bubbles are tiny in size so if there is an issue with head gasket then its very small but still a concern and could be the cause of the rough idle
scanned for codes to not find any in system
checked for coolant leaks to find none present
attempted to perform an combustion leak test but I guess my fluid is old or there isn't enough exhaust gasses being pushed through system to turn colors

*** PHONE LOG 06/21/2016 09:13 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Patrick,
Please warm up the vehicle completely than perform a cylinder lead down test and list the results. While you have the spark plugs out check to see if they look like they have any greenish color to them. Thank you

*** NOTES 06/22/2016 07:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Patrick Dell, 9856419595
Result of Advice 1:all plugs don't appear to have any distinct impressions of coolant in cylinders
used bore scope to inspect cylinders to find all pistons but 1 to have clean spots with no carbon build up by valve indentions in pistons
used leak down tester with engine cold to find cylinders holding pressure

*** PHONE LOG 06/22/2016 08:07 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Patrick,
I requested to perform the leak down test with the engine warmed up completely ?.

*** NOTES 06/24/2016 08:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Patrick Dell, 9856419595
Result of Advice 1:customer took vehicle

*** CASE CLOSE 06/24/2016 08:36 AM clarify
*** Performed by contact: Patrick Dell, 9856419595
no repairs done at this time

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 24,493

Prod Date: 10/23/2014 **Warranty Start Date:** 10/31/2014

Dealer/Contact Data:

Dealer: CA095 Selma Kia

Phone: 5598965000 **FAX:** 5598912014

Contact: **Contact Title:** **Service District:** WE11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution: no response from tech

Case History

*** NOTES 07/13/2016 08:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Alvaro Martinez, 5592946300
*** This is a Request for Assistance ***

Problem Description :
customer states that they were driving and vehicle overheated.

Diagnostics Performed :
found cooling system not holding coolant and overflowing at resivor. confirmed fans work properly. checked history and found repairs done previously and replaced thermostat housing due to it overheating. performed a block test and test failed. verified has blown head gasket or gaskets.

*** PHONE LOG 07/13/2016 08:54 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Cylinder head removal for inspection was denied in NM016 on 2/8/16 due to the radiator having been replaced CP for some reason. Does it appear that the vehicle has been in a collision?
Advice 2: Contact your DPSM to see how to proceed.

*** NOTES 07/20/2016 04:13 PM clarify Action Type: Dealer contact
*** Performed by contact: Alvaro Martinez, 5592946300
Result of Advice 1:This is per DPSM wanted images of the signs of coolant. vehicle was towed to elk grove kia and they found housing cracked and replaced it but found it had over heated too much.
Result of Advice 2:i also attatched the RO of what was done to it. we still dont know what was done prior to that. DPSM wanted this info on this case.

** Admin Note ***
ervice alert escalated to CA as : K3233387 on 07/20/2016

*** RESEARCH LOG 07/21/2016 04:48 AM Pacific Daylight Time dbrisky Action Type:Administrative task

Thanks for the update

*** PHONE LOG 07/25/2016 05:46 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** CASE CLOSE 08/25/2016 09:35 AM Pacific Daylight Time dbrisky

Resolution Code: Information Given
CLOSING COMMENTS
no response from tech

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 77,670

Prod Date: 05/14/2013 **Warranty Start Date:** 07/21/2013

Dealer/Contact Data:

Dealer: GA065 Cobb County Kia

Phone: 7704234404 **FAX:** 7704237251

Contact: Joshua Keown **Contact Title:** Exclusive Kia Technician **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** NOTES 08/05/2016 08:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Joshua Keown, 7704234404
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
head gasket leaking. left and right head

Diagnostics Performed :
cylinder heads were pulled of after leak test was done and found 2 head bolts on the front head were stripped out in the block and 3 head bolts in the rear were stripped out in the block. it needs a short block. please advise on approval.

*** PHONE LOG 08/05/2016 09:01 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. The box certifying that the maintenance records have been verified must be checked as well. If you are unable to check the box then you will need to attach all VALID maintenance receipts or a picture of the top of the engine with the valve cover removed. Please add a note to the case once the form has been attached. Thanks.

*** NOTES 08/05/2016 10:04 AM clarify Action Type: Dealer contact
*** Performed by contact: Joshua Keown, 7704234404
Result of Advice 1:Ok I have attached the core data form

*** PHONE LOG 08/05/2016 10:31 AM Pacific Daylight Time dbrisky Action Type:Web Contact

Advice 1: We have received your completed and signed WRTY143 engine core data form in which you have checked the maintenance records verification box certifying that all maintenance in accordance with the Kia maintenance schedule has been performed on the vehicle. Based on the information provided to us in this form and in this case, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Make sure to clean out all debris from any component being transferred from the failed engine. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one . Thanks

*** CASE CLOSE 08/05/2016 10:31 AM Pacific Daylight Time dbrisky

Resolution Code: Faulty Component
CLOSING COMMENTS
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,101

Prod Date: 08/06/2013 **Warranty Start Date:** 08/15/2013

Dealer/Contact Data:

Dealer: OH048 Spitzer Kia West

Phone: 2163983000 **FAX:** 2163983820

Contact: Tony Difranco **Contact Title:** Exclusive Kia Technician **Service District:** CE02

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Overheats

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 08/06/2016 07:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Tony Difranco, 2163983000
*** This is a Request for Assistance ***

Problem Description :
C/s while driving engine overheating

Diagnostics Performed :
Coolant level low added coolant pressure tested system found external leaks at Bank one cylinder head front corner, not sure if there is any internal engine damage due to customer continued to drive while overheated.

*** PHONE LOG 08/06/2016 07:33 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Tony
Are there any signs that the engine was severely over heated?

*** NOTES 08/06/2016 07:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Tony Difranco, 2163983000
Result of Advice 1:engine does not smell over heated talked to cust. says he only drove a short diastance

*** PHONE LOG 08/06/2016 08:25 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
The cylinder head will need to be removed for inspection, But when the valve cover is removed and you have access to the head bolts try re torque them down to see if the threads in the block are stripped out. Please report your findings

*** PHONE LOG 08/10/2016 12:02 PM Pacific Daylight Time TThomas-TL Action Type:Incoming call
Advice 1: Tony called in. Head gasket leaking along the back of the head. Advised to pull the valve cover and check the head

bolt torque for loose bolts. If they spin it will need the engine replaced. If they are tight, pull the head for inspection.

** Admin Note ***
ervice alert escalated to CA as : K3250567 on 08/10/2016

*** PHONE LOG 08/11/2016 06:56 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call
Advice 1: Tony called in and said that the block is stripped out, I told him that the engine will need to be replaced and they are a DSA dealer and PWA is not necessary
He also asked if a long block should be used since there was metal in the engine, I said that a long block should be used if available

*** PHONE LOG 08/16/2016 09:57 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: What is the status of this case?
If vehicle is finished please close the case, And complete the survey, Thank you

*** NOTES 08/17/2016 01:02 PM clarify Action Type: Dealer contact
*** Performed by contact: Tony Difranco, 2163983000
Result of Advice 1:replaced short block assy.

*** CASE CLOSE 08/17/2016 01:02 PM clarify
*** Performed by contact: Tony Difranco, 2163983000
replaced short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,741

Prod Date: 03/26/2013 **Warranty Start Date:** 05/19/2013

Dealer/Contact Data:

Dealer: WA027 Dick Hannah Kia

Phone: 3603141405 **FAX:** 3609443431

Contact: Zac Sidebottom **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA case opened

Case History

*** NOTES 08/09/2016 02:34 PM clarify Action Type: Dealer contact
*** Performed by contact: Zac Sidebottom,
*** This is a Request for Assistance ***

Problem Description :
C/S the vehicle started running poor, when checked the temp gauge was reading in the hot position. Coolant leaking from vehicle.

Diagnostics Performed :
Confirmed leak, rough run. Found radiator empty, smelling of combustion gases. Checked dipstick, found milky oil. Checked oil fill cap and severe coolant-oil contamination present under cap and in valve cover. Found misfire for cylinder #2, checked plug and found to be steam cleaned from boiling coolant, piston top shows same.

*** PHONE LOG 08/09/2016 02:47 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Zac
Do you know where the original coolant leak was and or what caused the over heating?

*** NOTES 08/09/2016 02:52 PM clarify Action Type: Dealer contact
*** Performed by contact: Zac Sidebottom,
Result of Advice 1:The customer states they were coming from Idaho (vehicle has Idaho state plates) and they noticed the temperature gauge in the overheating range. We did not see any leaks aside from the cap where the cap was unseated from the radiator. The pressure bottle hose that comes from the radiator was blown off from the excessive pressure in the cooling system.

*** PHONE LOG 08/09/2016 03:00 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
The radiator cap was loose then the vehicle came into the dealership?

*** NOTES 08/09/2016 03:10 PM clarify Action Type: Dealer contact
*** Performed by contact: Zac Sidebottom,
Result of Advice 1:Yes and the coolant bottle hose that attaches to the radiator was blown off, there is evidence of catastrophic cooling system pressure in the engine compartment. There is coolant residue all across the engine compartment.

*** PHONE LOG 08/09/2016 03:16 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Please remove the cylinder heads to inspect the engine for internal damage
Look for warpage of the block and heads
Inspect for cracks in the heads and block
Check for cylinder wall damage, If you do find damage please take pictures of the damage and attach them to the case and then add a case note so I will be made aware that they are there, Thank you

*** NOTES 08/10/2016 04:15 PM clarify Action Type: Dealer contact
*** Performed by contact: Zac Sidebottom,
Result of Advice 1:Tore engine down to inspect for cause of damage.

Removed engine and transaxle assembly to inspect. Pulled valve covers, took pictures of contaminated oil in engine. Upon taking head bolts off, bank 1 was very tight, head fully seated against block. Bank 2, 4 of the 8 head bolts were very loose, when bolts were pulled, they pulled the threads from the engine block itself. Head was not seated tightly to block. Bank 1 gasket was in good condition, no signs of leakage or warpage. Bank 2 head gasket was in poor condition, warped and showed signs of leakage at the exhaust side, external and internal leak traces found on head. Checked head for warpage, found bank 2 has over .003" warpage across the #2 and #4 cylinder and bank 1 has just under .002" warpage across the surface. Both cylinder heads exceed warpage limits and need to be replaced.
Additional Comments:I have pictures throughout the tear down process of coolant contaminated oil, external leak residue, cylinder head bolt thread damage, head gasket failures, steam cleaned pistons of cylinders 2, 4, and 6, and various other portions. What pictures do you need to see?

*** PHONE LOG 08/11/2016 07:23 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you Zac for the thorough work, Based on that information, The threads are pulled out of the block the engine will need to be replaced
Advice 2: Based on the information that you have provided the engine will need to be replaced
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form to the case with both the service manager and technician signatures on it. Thanks
Please close this case and open a PWA case and complete the survey,

Please get all the needed information such as proof of oil changes, pictures, and if the vehicle is under warranty and you are required to open a Separate Tech line Engine PWA Case in order to gain approval to replace the engine prior to replacing the engine. Please refer to Warranty Bulletin 2015-09 for further information on this policy. Please refer to this case number in the PWA case notes. Thanks. Make sure to attach the core data sheet that is filled out as much as possible and signed by the tech and service manager to the PWA case. Thanks.

*** CASE CLOSE 08/19/2016 02:38 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA case opened

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 39,741

Prod Date: 03/26/2013 **Warranty Start Date:** 05/19/2013

Dealer/Contact Data:

Dealer: WA027 Dick Hannah Kia

Phone: 3603141405 **FAX:** 3609443431

Contact: Zac Sidebottom **Contact Title:** Exclusive Kia Technician **Service District:** WE09

Case Details:

Case Title: Engine - Overheats # Techline Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine approval

Case History

*** NOTES 08/15/2016 07:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Zac Sidebottom,
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
C/S The vehicle started running poor, when checked the temp gauge was pegged at the hot side. Coolant leaking out of the vehicle. Check and advise.

Diagnostics Performed :
Confirmed concern, found radiator cap blown off, hose to coolant over flow bottle blown off. Oil was milky in consistency. Tore engine down to point of failure, head gaskets had failed, head on bank 2 was warped beyond service specifications, head bolts were pulling threads out of the block from the warping force of the head. I have approx. 40 photos documenting the damage and tear down procedures.

*** PHONE LOG 08/15/2016 07:45 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Please attach the completed and signed WRTY143 Core Data Form to the case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Make sure to check the box at the bottom of the form stating that the dealer has validated the appropriate maintenance has been completed. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** NOTES 08/17/2016 07:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Derek Carroll, 8664228526
Result of Advice 1:thank you
Additional Comments:pwa uploaded

*** PHONE LOG 08/17/2016 07:30 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: I have received your completed and signed WRTY143 engine core data form which you have checked the verification box certifying that appropriate maintenance has been completed in accordance with the owner's manual. Based on the information you have provided, you are authorized to replace the engine. Replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required. When replacing the short block, inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and the valve clearance properly inspected per the service information in KGIS. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Be prepared to provide all supporting documents including photos when submitting your warranty claim. Make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and submit this operation in your warranty claim. If the failed engine had catastrophic damage, (rod through block; large metal debris in the pan; or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. Thank you.

*** CASE CLOSE 08/17/2016 07:30 AM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS
Engine approval

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,016

Prod Date: 06/11/2013 **Warranty Start Date:** 08/24/2013

Dealer/Contact Data:

Dealer: OH043 Kings Kia

Phone: 5136776700 **FAX:** 5138248445

Contact: Todd Lang **Contact Title:** Shop Foreman **Service District:** CE03

Case Details:

Case Title: Engine Mechanical # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: Authorized engine

Case History

**** NOTES 08/16/2016 03:01:33 PM clarify Action Type:Dealer contact
*** Performed by contact: Todd Lang, 5136776700
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
VEHICLE CAME IN FOR OVERHEAT WHEN IDLING WITH A/C ON, FOUND COOLANT LOW FROM LEAKING CROSSOVER PIPE REPLACED CROSSOVER PIPE AND FOUND COMBUSTION BUBBLING THRU RADIATOR WHEN WARM

Diagnostics Performed :
REPLACED CROSSOVER PIPE TOPPED COOLANT FOUND COMBUSTION BUBBLING THRU RADIATOR AFTER REPAIR GOT PWA FROM DPSM TO REPLACE HEAD GASKETS,
FOUND HEADS OUT OF SPEC AND HAD MACHINED, WAS BOLTING LEFT HEAD BACK ONTO ENGINE DID INITIAL TORQUE OF 28 LB-FT
SECOND PASS AT 120 DEGREES
WAS DOING THIRD PASS AT 90 DEGREES, ONE OF HEAD BOLTS PULLED THREADS FROM BLOCK BEFORE 90 DEGREES WAS ACHIEVED, YES I USED THIN COAT OF MOTOR OIL ON THREADS AND WASHER AND BOLT HEAD, AND DID CLEAN ALL BOLT HOLES IN BLOCK BEFORE INSTALLING HEADS, NEED TO REPLACE SHORT BLOCK AS I CANNOT TORQUE LEFT CYLINDER HEAD PROPERLY

*** PHONE LOG 08/16/2016 03:14 PM Pacific Daylight Time JBrookes Action Type:Outgoing call
Advice 1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. The box certifying that the maintenance records have been verified must be checked as well. If you are unable to check the box then you will need to attach all VALID maintenance receipts or a picture of the top of

the engine with the valve cover removed. Please add a note to the case once the form has been attached. Thanks.

*** NOTES 08/16/2016 03:17 PM clarify Action Type: Dealer contact
*** Performed by contact: Todd Lang, 5136776700
Result of Advice 1:FORM IS ATTACHED

*** NOTES 08/16/2016 03:23 PM clarify Action Type: Dealer contact
*** Performed by contact: Todd Lang, 5136776700
Result of Advice 1:FORM HAS BEEN ATTACHED
Additional Comments:FORM HAS BEEN ATTACHED

** Admin Note ***
ervice alert escalated to CA as : K3254780 on 08/16/2016

*** PHONE LOG 08/17/2016 07:33 AM Pacific Daylight Time RLevy-TL Action Type:Outgoing call
Advice 1: We have received your completed and signed WRTY143 engine core data form in which you have checked the maintenance records verification box certifying that all maintenance in accordance with the Kia maintenance schedule has been performed on the vehicle. Based on the information provided to us in this form and in this case, you are hereby authorized to replace the engine on this vehicle. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Make sure to clean out all debris from any component being transferred from the failed engine. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one . Thanks

*** CASE CLOSE 08/17/2016 07:34 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Authorized engine replacement.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,974

Prod Date: 04/05/2013 **Warranty Start Date:** 07/24/2013

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090 **FAX:** 3042915512

Contact: Daniel Gregory **Contact Title:** Greeter **Service District:** SO05

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization - PWA appeal

Symptom: Information Given **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA appeal authorized.

Case History

*** NOTES 08/17/2016 07:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Gregory, 3042915090
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
This is a PWA Appeal case.
Engine overheated due to incorrect torque on head bolts. When removing headbolts for inspection, threads from the block came out with the bolts. Engine short block needed.

Diagnostics Performed :
No previous repairs to engine before this.

*** NOTES 08/17/2016 07:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Gregory, 3042915090
both forms attached. please let me know if you need anything else. thank you
Additional Comments:both forms attached. please let me know if you need anything else. thank you

*** PHONE LOG 08/17/2016 08:16 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, I am approving the PWA. Thanks.

*** CASE CLOSE 08/17/2016 08:18 AM Pacific Daylight Time BLall-TL

Resolution Code: Information Given
CLOSING COMMENTS

PWA appeal authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,032

Prod Date: 01/04/2014 **Warranty Start Date:** 06/10/2014

Dealer/Contact Data:

Dealer: NC063 Hendrick Kia of Concord

Phone: 7044678591 **FAX:** 7044563296

Contact: Brandon Bowman **Contact Title:** Exclusive Kia Technician **Service District:** SO08

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Head gasket external leak

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 08/22/2016 10:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Brandon Bowman, 7044563220
*** This is a Request for Assistance ***

Problem Description :
customer states they smell coolant

Diagnostics Performed :
vehicle appears to be leaking coolant from front cylinder head gasket and running around exhaust manifold as well.i will attach pictures, question i have is that i am going to order a head gasket kit, but i wanted to see if we have had any issues with cracked blocks or heads that i need to be aware of and inspect further, once head is off i plan on sending out to be checked but just wanted to make sure there may not be any common concerns that needs to be looked at?

*** PHONE LOG 08/22/2016 10:33 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Brandon
There have been cases where the threads have pulled out of the block, I would check that first, Remove the valve cover and anything that might be in the way and then attempt to re torque the head bolts to see if any that you cannot tighten properly, Please report your findings

*** NOTES 08/23/2016 06:04 AM clarify Action Type: Dealer contact
*** Performed by contact: Brandon Bowman, 7044563220
Result of Advice 1:removed radiator and then exhaust manifold cleaned all coolant, pressure tested system, found exhaust manifold empty hole seeping coolant, see attached pictures. should I replaxce the cylinder head or fill the empty hole with sealer and put it back together?

*** PHONE LOG 08/23/2016 06:42 AM Pacific Daylight Time FLusic-TL Action Type:Incoming call
Advice 1: Brandon called in and we discussed the case and pictures, I told him to replace the cylinder head instead of trying to

repair the head

*** PHONE LOG 09/01/2016 02:20 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: What is the status of this case?
If vehicle is finished please close the case, And complete the survey, Thank you

*** CASE CLOSE 09/08/2016 03:34 AM clarify
*** Performed by contact: Brandon Bowman, 7044563220
to return

*** PHONE LOG 11/21/2016 05:06 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Tech states in a duplicate case:
Problem Description :
previous case opened on this, consumer affairs involved now and was told to replace cylinder head

Diagnostics Performed :
during assy process and inspection found intake camshaft dowel pin and cvvt dowel pin hole to be oblonged... i would recommend replacement, i will attach pics and just want to make sure thats what i need to do
Advice 2: Is the cam carrier or camshaft discolored or scored? Is there any metal in the engine oil?

*** NOTES 11/21/2016 06:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Brandon Bowman, 7044563220
Result of Advice 1:line2
Result of Advice 2:no discoloration or metal was found, found the dowel pin was just angled and cam hole oblonged. i think it will be ok just replacing those 2 components, no visual damages on anything else

*** PHONE LOG 11/21/2016 06:07 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: You are a DSA Dealer so you don't need approval. Replace the camshaft and the CVVT.

*** CASE CLOSE 12/12/2016 01:28 PM clarify
*** Performed by contact: Brandon Bowman, 7044563220
replaced cylinder head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 30,478

Prod Date: 09/11/2013 **Warranty Start Date:** 01/17/2014

Dealer/Contact Data:

Dealer: CA292 Elk Grove Kia

Phone: 9167531000 **FAX:** 9167531021

Contact: DANIEL PHAMUONG **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component:

Resolution: Engine,PWA case opened

Case History

*** NOTES 09/07/2016 07:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Danny Phamuong, 9165768300
*** This is a Request for Assistance ***

Problem Description :
THE COOLANT IS LEAKING FROM NUMBER 1 AND 3 CYLINDER

Diagnostics Performed :
TOOK PICTURES. THE VEHICLE DID NOT OVER HEAT.

*** NOTES 09/07/2016 07:56 AM clarify Action Type: Dealer contact
*** Performed by contact: Danny Phamuong, 9165768300
PHOTOS ATTACHED
Additional Comments:PHOTOS ATTACHED

*** PHONE LOG 09/07/2016 08:05 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Danny
Thank you for the pictures
The cylinder heads will need to be removed to repair this leak
While disassembling the engine check the head bolts to see if they are loose and if they are check to see if the threads in the block are not pulled out, then if okay then check to see if the block an heads are warped. please report your findings

*** NOTES 09/08/2016 09:16 AM clarify Action Type: Dealer contact
*** Performed by contact: Danny Phamuong, 9165768300
Result of Advice 1:i was advise to look in shop manual for head spec. anything under .005inch is ok
Additional Comments:im going to P/A head gasket set and torque to yield head bolts

*** PHONE LOG 09/08/2016 09:45 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: If you have checked the block and heads to see if they are warped and it is within specs and you have checked the block to see if the threads are okay then perform the repairs

*** PHONE LOG 09/12/2016 11:37 AM Pacific Daylight Time TThomas-TL Action Type:Incoming call
Advice 1: Danny called in. New head bolts are pulling the threads out of the block. Confirmed proper torque sequence. Advised to close this case, complete the technician satisfaction survey and open a required PWA case for PRIOR warranty authorization to replace the engine. Attach the completed and signed WRTY143 Core Data Form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Make sure to check the box at the bottom of the form stating that the dealer has validated the appropriate maintenance has been completed. Add a note to the case when the form is attached. We are not notified of attachments. Thank you.

*** CASE CLOSE 09/22/2016 07:57 AM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine,PWA case opened

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 30,478

Prod Date: 09/11/2013 **Warranty Start Date:** 01/17/2014

Dealer/Contact Data:

Dealer: CA292 Elk Grove Kia

Phone: 9167531000 **FAX:** 9167531021

Contact: DANIEL PHAMUONG **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Case For Warranty Authorization

Symptom: Coolant Leak_Damage **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA authorized.

Case History

*** NOTES 09/12/2016 11:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Danny Phamuong, 9165768300
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
the thread pulled on bank 2... when I was torqueing the cylinder head

Diagnostics Performed :
PERFORM HEAD GASKET REPAIR AND THREAD PULLED ON ME.. SUPECT ENGINE GOT VERY HOT

*** PHONE LOG 09/12/2016 12:00 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. The box certifying that the maintenance records have been verified must be checked as well. If you are unable to check the box then you will need to attach all VALID maintenance receipts or a picture of the top of the engine with the valve cover removed. Please add a note to the case once the form has been attached. Thanks.

*** NOTES 09/13/2016 11:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Sulaiman Aziz, 9167531000
Result of Advice 1:pwa attached, also spoke with dpsm about this repair. you guys want us to replace long block but we are half way through finishing the head gasket until this concern came up. so should we do long block or go with the short block?

*** PHONE LOG 09/13/2016 12:21 PM Pacific Daylight Time BLall-TL Action Type:Web Contact

Advice 1: The core data form is missing the date next to the signatures. Please add the date, attach the revised form to the case, and add a note when it is attached or I will not be notified.
Advice 2: Was the head checked and verified that it is straight and in good condition? Was the head resurfaced at all?

*** NOTES 09/13/2016 12:47 PM clarify Action Type: Dealer contact
*** Performed by contact: Sulaiman Aziz, 9167531000
Result of Advice 1:REVISED PWA ATTACHED,
Result of Advice 2:the head and block was straight edge and check for specs. it was within specs. no resurfacing was done.

*** PHONE LOG 09/13/2016 01:29 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: We have received your completed and signed WRTY143 engine core data form in which you have checked the maintenance records verification box certifying that all maintenance in accordance with the Kia maintenance schedule has been performed on the vehicle. Based on the information provided to us in this form and in this case, you are hereby authorized to replace the engine on this vehicle.
Advice 2: Since the head was being replaced, please order a short block and oil pump. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Make sure to clean out all debris from any component being transferred from the failed engine. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one . Thanks.

*** CASE CLOSE 09/13/2016 01:30 PM Pacific Daylight Time BLall-TL

Resolution Code: Information Given
CLOSING COMMENTS
PWA authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,391

Prod Date: 01/17/2014 **Warranty Start Date:** 03/08/2014

Dealer/Contact Data:

Dealer: NJ060 Motion Kia

Phone: 9088508200 **FAX:** 9088504596

Contact: Matthew Fila **Contact Title:** Technician Trainee **Service District:** EA12

Case Details:

Case Title: Engine Mechanical # Head bolt Threads pulled out of block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 09/15/2016 12:45 PM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Fila, 9088508200
*** This is a Request for Assistance ***

Problem Description :
Customer presented vehicle with failed thermostat. Found exhaust gas in coolant. Determine head gasket failure was the source. Upon replacing the head gaskets 5/8 of the cylinder head bolts (right side) were not very tight- able to be removed by a 3/8 air ratchet. Upon reassembly the bolts that were loose pulled the threads out of the block on the final torquing sequence.

Diagnostics Performed :
I tried a time-sert kit, but the threads are recessed approx. 2.5 inches into the block and my time-serts cannot reach that deep. Do you have a special kit available or should I replace the short block assembly?

*** PHONE LOG 09/15/2016 12:56 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Matthew,
If this vehicle is still under drive train warranty you will need to replace the engine to correctly repair this failure.
Advice 2: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

Advice 3: Make sure you have proof of regular oil changes with correct filter and oil type and a valid warranty. Be prepared to provide proof of engine damage and maintenance to the warranty department. Open a required PWA for approval to replace the engine and update and close this case. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed. Note, THERE IS A UPDATED WTY143 FORM NOW ON KGIS. This form MUST have the box checked located just above the Service managers signature. Thank you.

** Admin Note ***
ervice alert escalated to CA as : K3278448 on 09/15/2016

*** NOTES 09/16/2016 06:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Matthew Fila, 9088508200
Request PWA from techline per DPSM.
Additional Comments:Request PWA from techline per DPSM.

*** PHONE LOG 09/16/2016 06:28 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed. Note, THERE IS A UPDATED WTY143 FORM NOW ON KGIS This form MUST have the box checked located just above the Service managers signature.
Thank you.

*** CASE CLOSE 09/26/2016 06:06 AM clarify
*** Performed by contact: Matthew Fila, 9088508200
replaced short block assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 25,723

Prod Date: 06/16/2014 **Warranty Start Date:** 10/01/2014

Dealer/Contact Data:

Dealer: WI010 Dorsch Kia

Phone: 9204693000 **FAX:** 9204693665

Contact: William Zasada **Contact Title:** Dual Technician **Service District:** CE07

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 09/15/2016 01:43 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Gagne, *0527091250_136924
*** This is a Request for Assistance ***

Problem Description :
COOLANT RESERVOIR GOES LOW AND OR EMPTY.

Diagnostics Performed :
CHECKED KGIS FOR KNOWN ISSUES, NONE FOUND. COOLING SYSTEM PRESSURE TEST, PASSED. CHECK FOR SIGNS OF A COOLANT LEAK UNDER VEHICLE, PASSED. CHECK OR SIGNS OF COOLANT IN ENGINE OIL, PASSED. PUT DYE IN COOLANT. ROAD TEST VEHICLE 25 MILES AND RECHECK FOR LEAK, NO LEAK FOUND. CHECK SPARK PLUGS FOR SIGNS OFF COOLANT LEAKING INTO CYLINDER, PASSED. USED HEAD GASKET LEAK DETECTOR, PASSED. LET VEHICLE SIT OVER NIGHT AND RECHECK IN MORNING. VEHICLE STARTS AND RUNS NORMAL EACH TIME. NO SIGNS OF COOLANT IN EXHAUST AFTER SITTING OVER NIGHT. NO CODES IN ECM. VEHCILE RUNS AND DRIVES NORMAL. NO ENGINE PERFORMANCE ISSUES. THIS IS THE 3RD TIME THE VEHICLE HAS BEEN HERE FOR THIS CONCERN, IT IS BROUGHT BACK ABOUT EVERY 30 DAYS. AND LESS THEN 1000 MILES PUT ON IT EACH TIME. ANY KNOWN ISSUES THAT WOULD BE CAUSING THIS?

*** PHONE LOG 09/15/2016 02:08 PM Pacific Daylight Time FLusic-TL Action Type:Outgoing call
Advice 1: Robert hello
Did you perform a Block check of the cooling system to see if there is ant combustion gasses in the cooling system? Check the recovery tank first

** Admin Note ***
ervice alert escalated to CA as : K3278449 on 09/15/2016

*** NOTES 09/20/2016 07:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Gagne, *0527091250_136924
YES I DID USE A ENGINE BLOCK COMBUSTION TESTER, I CALLED IT A HEAD GASKET LEK TESTER. I DID THAT

TEST NOW TWICE AND PASSED BOTH TIMES. DID A COOLANT PRESSURE TEST AGAIN. SYSTEM HELD 18 PSI FOR 2 MINUTES AND DID NOT EXCEED SPEC.
Additional Comments:YES I DID USE A ENGINE BLOCK COMBUSTION TESTER, I CALLED IT A HEAD GASKET LEK TESTER. I DID THAT TEST NOW TWICE AND PASSED BOTH TIMES. DID A COOLANT PRESSURE TEST AGAIN. SYSTEM HELD 18 PSI FOR 2 MINUTES AND DID NOT EXCEED SPEC.

*** PHONE LOG 09/20/2016 08:43 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Did you visually inspect the rear cylinder head near the exhaust manifold studs to see if there is a visible coolant leak?

*** NOTES 09/20/2016 10:01 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Gagne, *0527091250_136924
Result of Advice 1:yes, this motor is bone dry. no leaks visible.

*** PHONE LOG 09/20/2016 11:25 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: If you can not duplicate the problem or the customer can not duplicate it for you or someone at the dealer to confirm don't proceed any further until you can or it has a confirmed DTC. Contact your DPSM to see how to proceed.

*** NOTES 09/20/2016 11:36 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Gagne, *0527091250_136924
Result of Advice 1:OK, THANKS FOR THE HELP.

*** RESEARCH LOG 09/20/2016 12:13 PM Pacific Daylight Time dbrisky Action Type:Administrative task
you're welcome

*** PHONE LOG 09/26/2016 02:41 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: What is the status of this case?
If vehicle is finished please close the case, And complete the survey, Thank you

*** CHNG CONTACT 11/08/2016 06:17 AM Pacific Daylight Time BLall-TL
Contact changed from Robert Gagne at Dorsch Kia to William Zasada at Dorsch Kia. Former primary phone: *0527091250_136924. Former alternate phone: .

*** PHONE LOG 11/08/2016 06:22 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: In a duplicate case the tech stated: Problem Description :
Customer states vehicle keep using coolant

Diagnostics Performed :
this is the 4th time vehicle has been in for this, this is the first time I got it. this is the tech line case from the other tech T3278218. I cant find any external leaks yet. dye is in cooling system, still have not found any thing, wanted to get tech line started while I keep going with my diag, let me know if you have any thoughts, I will add notes as I go.

Advice 2: Please pressure test the cooling system for at least 30 mins and note if there is any pressure lost and any signs of a leak. Please also check the radiator cap and look for signs of coolant residue on all hoses and outlets.
Advice 3: If you can not find an external leak, please run the vehicle so it gets to normal operating temp and make sure the cooling fan turns on and off as designed. Then being careful not to get burned since the cooling system will be pressurized, remove the radiator cap, pressurize the cooling system, and remove all spark plugs. Then let the vehicle cold soak and after the engine is completely cold inspect all the cylinders with a bore scope for signs or coolant in them and check for signs of coolant in the oil as well. Let me know what you find. Thanks.

*** CASE CLOSE 11/23/2016 01:31 PM clarify
*** Performed by contact: William Zasada, 9204693000
found head gasket leaking, and found plug in head leaking coolant into oil

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,526

Prod Date: 03/21/2013 **Warranty Start Date:** 04/24/2013

Dealer/Contact Data:

Dealer: MA040 York Kia of Medford

Phone: 7813956800 **FAX:** 7813957643

Contact: Jorge Hofbauer **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 09/19/2016 08:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
*** This is a Request for Assistance ***

Problem Description :
Customer states that vehicle is overheating

Diagnostics Performed :
Started by checking coolant level and cooling fan operation, the fan is operating as per design and found that coolant is low. Did the cooling system pressure test and did not find any leaks.
Next I checked the coolant reservoir and found that the inside of the reservoir smells very strongly like exhaust fumes. So I proceeded to take all spark plugs off and found with a bore scope that the top of the pistons are full of dried coolant, so I determined that the cylinder head gaskets must be blown. Engine seems to have some sludge in it. Please advise, thanks a lot

*** PHONE LOG 09/19/2016 08:32 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Please perform a cylinder leak down test per technician basics TB009. Make sure to have the radiator cap removed when performing the test to see if coolant pushes back out of the filler neck. I would like to know if both cylinder heads of blown gaskets or just one. I would also like a picture of the excessive build up in the cylinder heads. Please attach the picture to the case per pitstop 410 and once this has been done please update the case indicating the picture is there.

*** NOTES 09/20/2016 03:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:I did the cylinder leak down test, and found that cylinders 1,5,2,4 have a leak of over 15%. Did see very small bubbles coming out of the radiator filler neck. I also attached pictures of the burned coolant on top of the pistons. Please advise, thanks a lot

*** PHONE LOG 09/20/2016 04:55 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Based off of this information I recommend to request authorization to remove the cylinder heads for inspection to see if they warped or if the cylinder block is warped. If either component is found to be warped it will need to be replaced. Kia does not allow for there cylinder heads to be resurfaced. Thank you

*** NOTES 09/27/2016 12:28 PM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:I was taking the motor apart, and found some coolant and oil where the cylinder heads meets the engine block. It feels like the head gasket is able to move easily. The oil and coolant accumulated a little bit in the area underneath the injectors. Should I continue to take everything else apart? Please advise, thanks a lot

*** PHONE LOG 09/27/2016 01:18 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Yes you should continue to remove the cylinder heads for inspection. Check to see if the cylinder heads or block are warped per the shop manual. Check for any loose head bolts or stripped out bolt holes.

*** NOTES 09/28/2016 11:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:Found loose head bolts on both cylinder heads. Please advise, thanks

*** PHONE LOG 09/28/2016 12:34 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Continue with removing the cylinders heads for inspection. After the cylinders heads are removed and inspected check to see if the head bolt holes in the block are damaged or stripped out.

*** NOTES 09/30/2016 04:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:It does not look like the head bolt holes are stripped or damaged. There is a lot of damage in the cylinder head gaskets. Found that the heads seem to be warped. I am assuming that there is damage on the engine block. Again, aa lot of the head bolts were loose. Please advise, thanks a lot

*** PHONE LOG 09/30/2016 05:29 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Per the shop manual I need to know the exact reading of the inspection procedure. Use a straight edge and check to see if the cylinder head or block are warped.

*** NOTES 10/07/2016 04:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:We used a straight edge, and determined that the heads do not seem to be warped, but again, there was damage done to the head gaskets because of loose head bolts. Please advise, thanks a lot.

*** PHONE LOG 10/07/2016 05:43 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
Did you check the deck of the block for warpage ?.

*** NOTES 10/07/2016 09:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:I did check the deck of the block and also double checked the heads and the deck, and did not find any signs of warpage. Please advise, thanks a lot

*** PHONE LOG 10/07/2016 10:03 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jorge,
I recommend to replace the head gasket and head bolts on this vehicle than recheck for proper operation. Thank you

*** NOTES 11/01/2016 08:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
Result of Advice 1:I just attached a picture of the threads from the engine block that came out when trying to put the cylinder head bolt in. After I did the cylinder head bolts tightening sequences noticed that some of the bolts would not tighten. So I decided to take out the bolts that would not tighten and on some of them the threads came out with the bolt. When I had done the initial inspection after taking the cylinder heads out I did not see any signs that this would happen. This is probably what caused the bolts to get loose and therefore the head gaskets were allowing the engine to burn coolant. I think the engine should be replaced. Please advise on what to do next, thanks a lot

*** PHONE LOG 11/01/2016 08:40 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

Advice 2: Make sure you have proof of regular oil changes with correct filter and oil type and a valid warranty. Be prepared to provide proof of engine damage and maintenance to the warranty department. Open a required PWA for approval to replace the engine and update and close this case. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed. Note
Thank you.

*** CASE CLOSE 11/01/2016 12:20 PM clarify
*** Performed by contact: Jorge Hofbauer, 7813956800
Found damage on threads for cylinder head bolts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,391

Prod Date: 01/17/2014 **Warranty Start Date:** 03/08/2014

Dealer/Contact Data:

Dealer: NJ060 Motion Kia

Phone: 9088508200 **FAX:** 9088504596

Contact: Carl Criscuoli **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 09/20/2016 11:27 AM clarify Action Type: Dealer contact
*** Performed by contact: Carl Criscuoli, 9088508200
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
WHILE PERFORMING HEAD GASKET REPLACEMENT CYLINDER HEAD BOLTS PULLED THE THREADS OUT OF THE BLOCK AND REPLACEMENT OF THE BLOCK IS NOW REQUIRED

Diagnostics Performed :
TECH LINE CASE # T3278152

*** NOTES 09/20/2016 11:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Carl Criscuoli, 9088508200
WRTY FORM ATTACHED
Additional Comments:WRTY FORM ATTACHED

*** PHONE LOG 09/20/2016 11:42 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: I have received your completed and signed WRTY143 engine core data form which you have checked the verification box certifying that appropriate maintenance has been completed in accordance with the owner's manual. Based on the information you have provided, you are authorized to replace the engine. Replace the engine with a long block if available; otherwise please order a short block, oil pump, and if necessary a cylinder head with related components. Contact the Parts Hotline for assistance with ordering needed parts if required. When replacing the short block, inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and the valve clearance properly inspected per the service information in KGIS. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes

and on the back of your repair order. Be prepared to provide all supporting documents including photos when submitting your warranty claim. Make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and submit this operation in your warranty claim. If the failed engine had catastrophic damage, (rod through block; large metal debris in the pan; or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. Thank you.

*** CASE CLOSE 09/20/2016 11:43 AM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 58,584

Prod Date: 04/01/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: VA057 Cma's Colonial Kia

Phone: 8044313838 **FAX:** 8044141946

Contact: Benjamin Patrick **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine Mechanical # Stripped head bolt hole in cylinder block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 09/23/2016 06:55 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
*** This is a Request for Assistance ***

Problem Description :
customer had a blown head gasket on bank 2 head. as I was replacing gasket and installing head under warranty I noticed on the first bolt I was supposed to torque via diagram given by kgis went to 15lb ft and then started spinning as if loose. upon inspection I found threads in block are broken off. this is the first time I have ran into this problem especially with it under warranty. would this mean motor replacement?? I haven't checked the other threads in the block

Diagnostics Performed :
N/A

*** PHONE LOG 09/23/2016 07:18 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Benjamin,
Based off of your informational I recommend to replace the engine. Thank you

*** NOTES 09/23/2016 07:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
Result of Advice 1:long block or short block?

*** PHONE LOG 09/23/2016 07:48 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Benjamin,
If a long block is available I would install one, if not go with a short block.
*** Admin Note ***
Service alert escalated to CA as : K3285318 on 09/23/2016

*** CASE CLOSE 10/01/2016 07:16 AM clarify
*** Performed by contact: Benjamin Patrick, 8044313838
ordered short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 35,940

Prod Date: 11/05/2013 **Warranty Start Date:** 04/19/2014

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 **FAX:** 7607463966

Contact: Glenn Torres **Contact Title:** Exclusive Kia Technician **Service District:** WE03

Case Details:

Case Title: Engine - Overheats # Coolant leaking into cylinder

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution: PWA case opened

Case History

*** NOTES 09/29/2016 07:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Glenn Torres, 7607454542
*** This is a Request for Assistance ***

Problem Description :
??Detail Line Description??
A) CUSTOMER STATES VEHICLE IS STILL OVERHEATING AFTER THERMOSTAT
REPLACEMENT. CHECK AND ADVISE

Diagnostics Performed :
CAR CAME IN ON SUNDAY LITTLE LOW ON COOLANT TOPPED
UP AND RAN . FOUND T-STATE WAS NOT OPEN AT 200 DEGRESS. REPLACE T-STATE AND TEST DOVE 16 MILES AND FANS WERE COMING ON. 9/28/2016 CAR RETURNS . FIRST START UP STUMBLED BAD . REMOVE ALL PLUGS AND PRESSUREIZED CYL AND FOUND LEAK AT # 1 CYL SEE PICTURE

*** NOTES 09/29/2016 07:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Glenn Torres, 7607454542
see picture
Additional Comments:see picture

*** PHONE LOG 09/29/2016 07:17 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Glenn hello
Based on the information that you have provided the cylinder will need to be removed for inspection, Only the head where coolant is leaking into the cylinder, Check the following
1, Check the threads in the block to see if they are not stripped or the head bolts are pulled out of the block
2, Check the block and the head with a straight edge to see if either is warped

** Admin Note ***
ervice alert escalated to CA as : K3289964 on 09/29/2016

*** NOTES 10/03/2016 09:05 AM clarify Action Type: Dealer contact
*** Performed by contact: Glenn Torres, 7607454542
during process of removing cyc head assy the two bolts around cyc number 1 were not tight. head and block are not warped
Additional Comments:during process of removing cyc head assy the two bolts around cyc number 1 were not tight. head and block are not warped

*** NOTES 10/03/2016 10:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Glenn Torres, 7607454542
needs block bolt hole striped out bolt just spins
Additional Comments:needs block bolt hole striped out bolt just spins

*** PHONE LOG 10/03/2016 12:16 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Thanks Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** CASE CLOSE 10/10/2016 02:12 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA case opened

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 58,000

Prod Date: 04/01/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: VA057 Cma's Colonial Kia

Phone: 8044313838 **FAX:** 8044141946

Contact: Benjamin Patrick **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine Mechanical # head bolt tightening sequence

Symptom: Information Given **DTC:**

System: Engine Mechanical

Component: Short Block

Resolution:

Case History

*** NOTES 10/01/2016 07:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
*** This is a Report for Quality Concern ***

Problem Description :
on kgis it lists two number 6's for the head bolt tightening order on the lh head. can you send me a correct diagram on tell me which one is the correct 6

Diagnostics Performed :
n/a

*** PHONE LOG 10/01/2016 07:24 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Benjamin, I have never noticed that before. Please click the feedback button on the top right to report the issue so the service information gets corrected.
Advice 2: The correct 6 is the one directly across from 5 and the one across from 7 (in the front of the head) should be 8. Thanks.

*** NOTES 10/01/2016 07:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
Result of Advice 1:thanks also another issue I ran into is the 122 degrees then 92 degrees accurate because I got to 45 degrees on the 92 degrees step and no the bolt wont budge. never had this issue in the past and im only one in the shop that does short blocks just checking before I proceed
Result of Advice 2:na
Additional Comments:na

*** PHONE LOG 10/01/2016 08:07 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Ben called and stated he did lubricate the bolts and wanted to make sure the torque was correct. When the bolts

were streched 45 degrees after the initial torque he found it stripped the threads in the block. I advised I have not had any reports of the torque being incorrect and he is sure that the torque wrench used initially was calibrated correctly and the initial torque was correct. I double checked the torque spec for the 2015 year and found it was almost identical. Advised the spec should be accurate. Advised if the threads in the block were damaged, then my recommendation is to replace the block, head bolts, head gasket, and other components as needed with DPSM approval.
*** Admin Note ***
Service alert escalated to CA as : K3291075 on 10/01/2016

*** CASE CLOSE 10/14/2016 08:30 AM clarify
*** Performed by contact: Benjamin Patrick, 8044313838
replaced with new short block, head bolts and head gasket

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 58,454

Prod Date: 04/01/2013 **Warranty Start Date:** 06/22/2013

Dealer/Contact Data:

Dealer: VA057 Cma's Colonial Kia

Phone: 8044313838 **FAX:** 8044141946

Contact: Benjamin Patrick **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine - Reman Engine Concern #

Symptom: Warning Light On_Misfire **DTC:**

System: Automatic Transmission

Component: Transmission

Resolution:

Case History

*** NOTES 10/17/2016 06:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
*** This is a Request for Assistance ***

Problem Description :
just replaced short block due to overheating concern. the head bolt threads were warped on previous short block. I installed motor into vehicle and when testing it I noticed it was misfiring randomly and when given gas it stumbles and cuts off but runs fine at idle. I made sure everything was plugged in correctly. I have not check timing of timing chain yet wasn't sure if that would cause a crankshaft code. fly wheel is bolted up correctly

Diagnostics Performed :
scanned with kds and found codes p0300, p0019, p0018, p0302, p0304. replaced crankshaft position sensor and noticed no change

*** PHONE LOG 10/17/2016 06:18 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Benjamin, all the DTCs are related to bank 2. There are misfires on all the bank 2 cylinders and cam correlation codes for both bank 2 camshafts.
Advice 2: Please check the engine timing and make sure bank 2 camshafts are not one or more teeth off. Let me know what you find. Thanks.

*** NOTES 10/17/2016 06:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
Result of Advice 1:n/a
Result of Advice 2:rechecked my timing marks on bank 2 and found it is in time. had 2 other techs verify.

*** PHONE LOG 10/17/2016 07:26 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: If the valve cover is installed already, clear the code and do an all data flight recording while duplicating the concern

if possible for a minimum of 10 minutes per Tech Times article, volume 11 issue 5 and attach the flight recording to the tech line case as per PS410. Add a note when it has been attached because I do not get a notification. If you do not clear the code before taking the flight recording the PCM may display modeled data and not the actual cam position. If possible clear the code with the KOEO and then take the vehicle for a short test drive and capture a recording with the start up and test drive. Thanks.

Advice 2: If the valve cover is off please set the engine to TDC then turn the engine back slightly and note if there is any slack in the timing chain.

** Admin Note ***
ervice alert escalated to CA as : K3302738 on 10/17/2016

*** NOTES 10/18/2016 07:58 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
I found timing was less than a tooth off, I put vehicle all back together now I have coolant leak from o ring behind timing cover for water pump. I know this is a different concern but I was wondering if I could replace that without pulling off timing cover. wasn't sure if I could gain access under intake manifold or not
Additional Comments:I found timing was less than a tooth off, I put vehicle all back together now I have coolant leak from o ring behind timing cover for water pump. I know this is a different concern but I was wondering if I could replace that without pulling off timing cover. wasn't sure if I could gain access under intake manifold or not

*** PHONE LOG 10/18/2016 08:49 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Benjamin,
I would think you will have to remove the intake manifold to reach the cooling pipe to be able to replace the O- ring.

*** RESEARCH LOG 10/24/2016 05:05 AM Pacific Daylight Time TThomas-TL Action Type:Administrative task
In a duplicate case, Benjamin Patrick reported: replaced short block assembly and released vehicle in proper working condition with no leaks. customer comes back 3 days later complaining of oil leaking under car and it appears to be coming from the rear main seal. is there anything that could cause the same appearance, because that was new with the short block assembly.

Diagnostics Performed :
found no leaks anywhere on motor just in bell housing

*** PHONE LOG 10/24/2016 05:07 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Benjamin. We need to keep this together with the Reman engine concern RA case. Add dye to the oil and run the engine until the dye is visible in the leaking oil. Remove the transmission and inspect for the location of the leak.

*** PHONE LOG 11/01/2016 09:10 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542.

*** NOTES 11/02/2016 10:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Benjamin Patrick, 8044313838
Result of Advice 1:found torque convertor seal to be cause of leak. I found it bent so I replaced. car came back 2 days later with trans fluid leaking. when pulling off torque convertor seal came off with it. I replaced seal for the second time and on test drive seal gave out. I have not yet pulled trans out but what could cause these seals to go bad. I didn't notice anything bent or broken other than the thin brass sleeve behind seal a small piece is missing from that

*** PHONE LOG 11/02/2016 11:22 AM Pacific Daylight Time BLall-TL Action Type:Incoming call
Advice 1: Benjamin called and let me know after the engine replacement the vehicle worked as designed then the customer returned with a fluid leak concern and he found the front converter seal to be leaking. He replaced the seal and released the vehicle then 2 days later the vehicle returned leaking from the converter seal again. Advised based on the information he provided, my recommendation is to replace the transmission after getting authorization. Advised he will need to open a

separate transmission PWA case for approval.

*** PHONE LOG 11/02/2016 11:23 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Ben, sorry I did not realize you are a DSA dealer, you do not need a PWA case you can just replace the transmission. Thanks.

*** CASE CLOSE 11/21/2016 12:27 PM clarify
*** Performed by contact: Benjamin Patrick, 8044313838
replaced transmission

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 72,214

Prod Date: 05/14/2014 **Warranty Start Date:** 07/14/2014

Dealer/Contact Data:

Dealer: NY099 Dutchess Kia

Phone: 8454627700 **FAX:** 8454624011

Contact: Jeffrey Fuller **Contact Title:** Service Manager **Service District:** EA04

Case Details:

Case Title: Engine Mechanical # Using Coolant

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Crankshaft

Resolution:

Case History

*** NOTES 10/19/2016 06:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Medina, 8454627700
*** This is a Request for Assistance ***

Problem Description :
Customer states losing coolant and has to keep adding. Customer doesn't see any coolant on ground.

Diagnostics Performed :
We are seeing this vehicle for this problem for the first time. We are aware that this vehicle has had the bank 2 head gasket replace less than a year ago at another kia dealership. At this time we see that the bank 2 exhaust manifold flange has a build up of coolant around it. prob burning through exhaust.The compression is normal.. We are opening this case as it is a repeat repair. We are not sure of the history of this vehicle.

*** PHONE LOG 10/19/2016 06:58 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Chris,
Warm up the engine to normal operating temperature. Next remove all the spark plugs than apply pressure to the cooling system and monitor each cylinder for any signs of coolant. Thanks

** Admin Note ***
ervice alert escalated to CA as : K3305013 on 10/19/2016

*** CHNG CONTACT 10/25/2016 12:20 PM Pacific Daylight Time JGossling-TL
Contact changed from Christopher Medina at Dutchess Kia to Jeffrey Fuller at Dutchess Kia. Former primary phone: (845) 462-7700. Former alternate phone: .

*** PHONE LOG 10/25/2016 12:21 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Problem Description :
THE ENGINE HAS A COOLANT LEAK THAT CAN BE SEEN COMING OUT OF THE CYLINDER HEAD FRONT CYLINDER

ON THE BLOCK. THE HEADGASKET HAS BEEN CHANGED AT ANOTHER DEALER ABOUT A YEAR AGO. I HAVE ATTACHED A PICTURE OF A BLACK PIECE OF PLASTIC THAT IS WEDGED IN BETWEEN THE CYLINDER LINER AND THE BLOCK WEB CASTING. AS YOU CAN SEE FROM THE PICTURE IT APPEARS AS THOUGH THE PLASTIC PIECE SHOULD BE OVER A LITTLE IN THE V NOTCH GROOVE AND MAYBE THAT WOULD ALLOW IT TO SIT DOWN A LITTLE FURTHER. THE PLASTIC PIECE IS UP HIGHER THAN THE BLOCK DECK AND I AM SUMMIZING THAT THIS IS CAUSING A SEALING PROBLEM WITH THE HEADGASKET AND THE 2 MATING SURFACES. PLEASE ADVISE AS TO WHAT THIS PIECE IS , WHY IT IS THERE AND SHOULD I TRY AND RELOCATE IT?
THANKS FOR YOUR HELP.

Diagnostics Performed :
REMOVED THE CYLINDER HEAD TO IDENTIFY THE SOURCE OF THE HEADGASKET FAILURE AS STATED ABOVE.

*** PHONE LOG 10/25/2016 12:21 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jeffrey,
Add the pictures to this case. Thanks.

*** PHONE LOG 10/25/2016 12:25 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jeffrey,
The piece appears to be a coolant restrictor. This piece should not be sticking out preventing the cylinder head from matting correctly to the engine block.
Advice 2: Jeffrey can you push the piece down further into the block ?.

*** NOTES 10/27/2016 07:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Medina, 8454627700
Result of Advice 1:Hello im updating this case..We were able to take the restrictor out and reposition in correct spot in "v" groove. Reinstalled cylinder head. When torqueing head bolts we found multiple block threads to be stripped not allowing for proper torque We did notice when removing cylinder head all but two head bolts were loose..
Result of Advice 2:yes we repositioned

*** PHONE LOG 10/27/2016 07:40 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Based off of your information you will need to open a pwa case for warranty authorization for approval to replace the engine. Follow the listed information.

Advice 2: Make sure you have proof of regular oil changes with correct filter and oil type and a valid warranty. Be prepared to provide proof of engine damage and maintenance to the warranty department. Open a required PWA for approval to replace the engine and update and close this case. Please review the warranty bulletin 2015-09 (sent to your dealer) and attach the completed and signed WRTY143 Core Data Form to the PWA case or the warranty process will be delayed. Note, THERE IS A UPDATED WTY143 FORM NOW ON KGIS. This form MUST have the box checked located just above the Service managers signature. Thank you.

*** CASE CLOSE 04/20/2017 10:02 AM clarify
*** Performed by contact: Jeffrey Fuller, 8454627700
engine was denied by pwa multiple times

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 35,275

Prod Date: 05/14/2013 **Warranty Start Date:** 05/25/2013

Dealer/Contact Data:

Dealer: VA055 Fairfax Kia

Phone: 7039348877 **FAX:** 7039348878

Contact: Aubrey Dawkins JR **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # oil and coolant mixing - running rough

Symptom: Damage **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 10/27/2016 12:48 PM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
*** This is a Request for Assistance ***

Problem Description :
1)CONFIRMED OF NO COOLANT IN SYSTEM.,2) CONFIRMED NOISE IT'S ENGINE KNOCKING ON ACCELERATION.

Diagnostics Performed :
1) CHECK ENGINE LEVEL (FULL) 2) ADD WATER IN COOLANT SYSTEM 3) START UP ENGINE AND IT RUNS ROUGH 4) DISABLE INJECTORS WITH GDS AND #6 CYLINDER IS MISSFIRING 5) PRESSURE TEST COOLANT SYSTEM AND FOUND EXTERNAL LEAK BETWEEN HEAD AND ENGINE BLOCK NEAR #6 CYLINDER ON LEFT BANK OR LEFT SIDE OF ENGINE.6) SCAN FOR CODE NO CODE I HAVE THE PRINT OUT 7) REMOVE OIL CAP AND SEEN A MILK COLOR 8) REMOVE BOTH VALVE COVERS TO INSPECT AND MILK COLOR ON VALVE COVER BUT NOT CAKED ON TOP OF HEAD 9) DRAIN OIL PAN AND FOUND COOLANT IN OIL A LOT OF IT!!!!!

*** PHONE LOG 10/27/2016 01:32 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Since there is coolant leaking from between the head and block, please check the head bolts to make sure they are all tight and it did not pull the threads out of the block. Let me know what you find. Thanks.

*** NOTES 10/27/2016 04:17 PM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
Result of Advice 1:NOTE TECH LINE IT DOES NEED AN ENGINE. I UNDERSTAND TO FIND THE CAUSE. BE AWARE I HAVE TO REMOVE CAMSHAFT TO GET TO THE HEAD BOLTS.

*** NOTES 10/27/2016 06:01 PM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
Result of Advice 1:PLEASE LET ME KNOW TO R&R CAMSHAFTS THANKS

*** PHONE LOG 10/28/2016 06:24 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: My recommendation is to contact your DPSM for authorization to remove the head and check for damage. Thanks.

*** NOTES 10/31/2016 08:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
Result of Advice 1:OK WILL DO

*** RESEARCH LOG 10/31/2016 08:50 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.

*** NOTES 11/10/2016 09:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
Result of Advice 1:CONFIRMED HEAD BOLT LOOSE, ENGINE BLOCK THREADS STRIPPED

*** PHONE LOG 11/10/2016 09:49 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

** Admin Note ***
ervice alert escalated to CA as : K3322283 on 11/10/2016

*** NOTES 11/28/2016 01:59 PM clarify Action Type: Dealer contact
*** Performed by contact: Aubrey Dawkins, 7039348877
NOTE TECH LINE WE HAVE TO PUT IN A SHORT BLOCK, WE DON'T HAVE A LONG BLOCK
Additional Comments:NOTE TECH LINE WE HAVE TO PUT IN A SHORT BLOCK, WE DON'T HAVE A LONG BLOCK

*** PHONE LOG 11/28/2016 02:13 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if

required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** CASE CLOSE 12/14/2016 03:29 PM clarify
*** Performed by contact: Aubrey Dawkins, 7039348877
REPLACE SHORT BLOCK AND LEFT HAND CYLINDER HEAD ASSEMBLE.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 68,526

Prod Date: 03/21/2013 **Warranty Start Date:** 04/24/2013

Dealer/Contact Data:

Dealer: MA040 York Kia of Medford

Phone: 7813956800 **FAX:** 7813957643

Contact: Jorge Hofbauer **Contact Title:** Exclusive Kia Technician **Service District:** EA02

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** NOTES 11/01/2016 12:26 PM clarify Action Type: Dealer contact
*** Performed by contact: Jorge Hofbauer, 7813956800
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
After Removing cylinder heads found that there is striped threads for the cylinder head bolts in the block

Diagnostics Performed :
I was going to replace the cylinder head gaskets, and was I was putting in the head bolts back, and after doing the tightening sequence, some of the bolts would not tighten. Took bolts out, and noticed that the threads came out with the bolts

*** PHONE LOG 11/01/2016 12:39 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** NOTES 11/02/2016 03:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Christina Ossino, 8882619375
Result of Advice 1:PWA attached. Thanks!

*** PHONE LOG 11/02/2016 04:59 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components (this is a separate operation in the warranty claim).
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 11/02/2016 04:59 AM Pacific Daylight Time dbrisky

Resolution Code: Faulty Component
CLOSING COMMENTS
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 40,338

Prod Date: 04/09/2013 **Warranty Start Date:** 06/21/2013

Dealer/Contact Data:

Dealer: TN035 Rusty Wallace Kia of Knoxville

Phone: 8656888886 **FAX:** 8652321307

Contact: Corey Sloan **Contact Title:** Shop Foreman **Service District:** SO13

Case Details:

Case Title: Fluid Leak - Cooling system coolant # case for warranty authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced engine.

Case History

*** NOTES 11/03/2016 12:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Corey Sloan, 8656888886
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
coolant leaking from front head and can hear exhaust gas coming from head. coolant in the oil. low on power

Diagnostics Performed :
no previous repairs. no visible damage to radiator or hose. filled with water, runs out from the driver side front corner and underneath exhaust manifold

*** PHONE LOG 11/03/2016 12:33 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: Corey, is this a head gasket that is blown from overheated engine ?

*** NOTES 11/03/2016 12:57 PM clarify Action Type: Dealer contact
*** Performed by contact: Corey Sloan, 8656888886
Result of Advice 1:the r/o says the customer said it was overheating and had no power. I cant find any damage to the radiator or hoses. I have active tested the cooling fan and it works. no codes stored, no freeze frame data to get any coolant temp from. It looks like the gasket blew causing the damage, but I cant say for sure

*** PHONE LOG 11/03/2016 02:04 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: Corey, go to : www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms . Download the latest engine core form dated 11-1-2016. Fill out the form and attach to the webcase and it will be good to go.

*** NOTES 11/08/2016 05:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Corey Sloan, 8656888886
Result of Advice 1:new pwa form attached

*** PHONE LOG 11/08/2016 06:55 AM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 11/08/2016 06:56 AM Pacific Daylight Time DFinkelstein-TL

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,444

Prod Date: 04/22/2014 **Warranty Start Date:** 06/23/2014

Dealer/Contact Data:

Dealer: CA095 Selma Kia

Phone: 5598965000 **FAX:** 5598912014

Contact: Joel Gonzales **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # external coolant leak from head gasket

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 11/11/2016 08:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Joel Gonzales, 5592946300
*** This is a Request for Assistance ***

Problem Description :
Customer states that car is overheating and has a coolant leak

Diagnostics Performed :
Verified customer concern with overheating. Performed inspection and found coolant in oil, leak coming from head gasket area between cylinder head and block. Performed chemical head gasket test and vehicle failed. No visible damage to engine or cooling system and cooling fans come on when commanded. I pressurized cooling system and could not verify leak.

*** PHONE LOG 11/11/2016 08:38 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Joel
Please remove the valve cover on the bank that is leaking and attempt to re torque all of the head bolts to see if any of the threads in the block are stripped out, Please report your findings

*** NOTES 11/16/2016 01:58 PM clarify Action Type: Dealer contact
*** Performed by contact: Joel Gonzales, 5592946300
Result of Advice 1:Head bolts holes are stripped out and not holding torque

*** PHONE LOG 11/16/2016 02:17 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information

Based on the information that you have provided the engine will need to be replaced.
Please check to see if this engine is not a used or junk yard motor, and you have verified there are no signs of neglect, the engine has not sustained any external impact

You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form to the case with both the service manager and technician signatures on it. Thanks
Please close this case and open a PWA case and complete the survey,

*** CASE CLOSE 11/17/2016 08:21 AM clarify
*** Performed by contact: Joel Gonzales, 5592946300
headgasket failure

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,147

Prod Date: 11/21/2013 **Warranty Start Date:** 07/31/2014

Dealer/Contact Data:

Dealer: IN004 Ray Skillman Kia

Phone: 3178889500 **FAX:** 3178875193

Contact: Craig Riesenmey **Contact Title:** Exclusive Kia Technician **Service District:** CE09

Case Details:

Case Title: Engine - Reman Engine Concern # Oil leak

Symptom: Oil Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA case opened

Case History

*** NOTES 11/11/2016 11:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Craig Riesenmey, 3178889500
*** This is a Request for Assistance ***

Problem Description :
Customer states there is an oil leak

Diagnostics Performed :
First: history. Replaced long engine due to low compression. New long engine leaked fuel on startup. found fuel rail pressure sensor not tightened. fuel rail comes preassembled on long blocks... next engine had a coolant leak. fixed coolant leak at water crossover manifold (again, preassembled on long engines). Vehicle returned again with an oil leak. Found rear valve cover leaking, upon disassembly found valve cover gasket not in retainer groove. Now on to this concern... customer returned with an oil leak. Upon inspection, found oil leaking from both front and rear cylinder head gaskets, externally. Proven with oil dye. Both leaks are at lower rear corner of cylinder head, and it is not due to oil pressure sender or valve covers. How do we proceed with this problem?

*** PHONE LOG 11/11/2016 11:47 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Craig
Is this a SEED unit or a re man ?
Please take a picture of the re man tag and attach it to the case and add a case note

*** NOTES 11/11/2016 12:37 PM clarify Action Type: Dealer contact
*** Performed by contact: Craig Riesenmey, 3178889500
Result of Advice 1:Searched history on the car, it is in fact a reman.
Additional Comments:Reman tag does not appear to be visible, unless I have overlooked it. The only number I have is the embossed number on the started mount that reads DS01156

*** PHONE LOG 11/11/2016 01:37 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
This engine will need to be replaced again, When the engine is removed try to find the Blue tag and take a picture of it and attach it to the PWA case and this one if it is open
Advice 2: Based on the information that you have provided the engine will need to be replaced.

You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form to the case with both the service manager and technician signatures on it. Thanks
Please close this case and open a PWA case and complete the survey,

** Admin Note ***
ervice alert escalated to CA as : K3323182 on 11/11/2016

*** NOTES 11/14/2016 10:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Craig Riesenmey, 3178889500
I have opened a PWA case for this vehicle, and have attached a scanned file of the PWA form. Please confirm receipt at your earliest convenience. Thank you.
Additional Comments:I have opened a PWA case for this vehicle, and have attached a scanned file of the PWA form. Please confirm receipt at your earliest convenience. Thank you.

*** PHONE LOG 11/14/2016 10:50 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for the update, I will close this case

*** CASE CLOSE 11/14/2016 10:50 AM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA case opened

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,444

Prod Date: 04/22/2014 **Warranty Start Date:** 06/23/2014

Dealer/Contact Data:

Dealer: CA095 Selma Kia

Phone: 5598965000 **FAX:** 5598912014

Contact: Joel Gonzales **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # head gasket - Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** NOTES 11/17/2016 08:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Joel Gonzales, 5592946300
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Customer states vehicle overheated and leaks coolant

Diagnostics Performed :
Performed engine inspection, performed chemical head gasket test-headgasket failed, pressure test - leak coming from headgasket area between head and block. Retorqued head bolts and bolt hole are stripped.

*** PHONE LOG 11/17/2016 08:15 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Joel, if you have verified the customer's service records, verified that there is no build up in the engine or other signs of neglect, the engine has not sustained any external impact, it is not a used or junk yard motor, and the warranty is still valid according to Web DCS, please refer to warranty bulletin 2015-09 and attach the core data sheet WRTY143. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this PWA case before it can be approved. Please add a note to the case once it is attached so that I know it is there. Be sure you are using the latest core data sheet. It was updated again on 11-1-16 and can be found under kdealer, fixed ops, warranty forms.

If you have not been able to validate proper maintenance, remove the valve cover and attach at least one clear photo of the valve train to the case. Add a note so I know it is there.

*** NOTES 11/17/2016 08:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Joel Gonzales, 5592946300
Result of Advice 1:pwa attached

*** PHONE LOG 11/17/2016 08:40 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Joel, Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component. Be sure to check the turbo and oil feed line as well, if equipped.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 11/17/2016 08:40 AM Pacific Daylight Time GPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 87,646

Prod Date: 09/05/2013 **Warranty Start Date:** 11/26/2013

Dealer/Contact Data:

Dealer: CA250 Valley-HI Kia

Phone: 7609550046 **FAX:** 7607804338

Contact: Thomas Lashinsky **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 11/18/2016 08:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Lashinsky, 7608853047
*** This is a Request for Assistance ***

Problem Description :
customer states engine is overheating

Diagnostics Performed :
verified a little low on coolant. connected cooling system pressure tester applied 15psi then ran vehicle pressure went to 24psi. performed block test turned color will upload photo

*** PHONE LOG 11/18/2016 09:08 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Thanks for the information provided, please get approval from you DPSM to remove the cylinder head for further inspection and measure the head and block surfaces for warped head. Do you know the root cause of why the engine overheated?

*** NOTES 11/18/2016 09:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Lashinsky, 7608853047
Result of Advice 1:at this point i am unable to determine the root cause of the overheating. cooling fans are working temp gauge is matching actual engine temp.

*** PHONE LOG 11/18/2016 10:47 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Ok, let me know the condition of the engine valve train and the results of the engine condition after teardown, to determine if the head, or a long block will be required to repair the concern.

*** NOTES 11/28/2016 08:27 AM clarify Action Type: Dealer contact

*** Performed by contact: Thomas Lashinsky, 7608853047
Result of Advice 1:sent the cylinder heads out for inspection. Bank 1 came back warped. i straight edged the block and could not fit a .005in feeler gauge on both sides of block seems to not be warped

*** PHONE LOG 11/28/2016 10:13 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Based on the infomation provided please replace the cylinder head and allrequired parts as needed and reinspect.

** Admin Note ***
ervice alert escalated to CA as : K3333248 on 11/28/2016

*** NOTES 12/02/2016 03:00 PM clarify Action Type: Dealer contact
*** Performed by contact: Thomas Lashinsky, 7608853047
when i went to install the cylinder head with the new head bolts they only went a few threads and stopped. removed head bolts and the threads from the block came out with the bolts
Additional Comments:when i went to install the cylinder head with the new head bolts they only went a few threads and stopped. removed head bolts and the threads from the block came out with the bolts

*** PHONE LOG 12/02/2016 03:17 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Please open a separate PWA case for approval to replace the short block as well.

*** CASE CLOSE 12/22/2016 10:30 AM clarify
*** Performed by contact: Thomas Lashinsky, 7608853047
short block and head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 33,128

Prod Date: 10/04/2013 **Warranty Start Date:** 10/28/2013

Dealer/Contact Data:

Dealer: VA039 Price Kia

Phone: 4348175500 **FAX:** 4348175519

Contact: Corey Byars **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine Mechanical # stripped head bolt threads - Case for warranty

Symptom: Information Given **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced short block.

Case History

*** NOTES 12/06/2016 06:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Cory Byars, 8882385550
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
veh has heating issues

Diagnostics Performed :
found head gaskets leaking replaced gaskets went to torque head bolts threads pulled out of block dpsm requested pwa for short block

*** PHONE LOG 12/06/2016 07:18 AM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: You're completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these

components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 12/06/2016 07:19 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced short block.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,581

Prod Date: 08/14/2013 **Warranty Start Date:** 05/23/2014

Dealer/Contact Data:

Dealer: OH068 Kia of Dayton

Phone: 9372371000 **FAX:** 9372372164

Contact: Brian Nordby **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Fluid Leak - Cooling system coolant # from head gasket

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 12/09/2016 10:42 AM clarify Action Type: Dealer contact
*** Performed by contact: Brian Nordby, 9372371000
*** This is a Request for Assistance ***

Problem Description :
3 weeks ago this car was in for no heat and I found it was low on coolant and overheating from a thermostat housing gasket leaking which I replaced. Now the car is doing the same thing after the customer added another 3/4 of a gallon of coolant.

Diagnostics Performed :
It appears the right head gasket is leaking externally. There is a trail all along the bottom of the head and a large dry greenish brown streak leading down the middle of the block from the head. Should I remove both heads to check for overheating damage or just inspect the one leaking?

*** PHONE LOG 12/09/2016 10:50 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Brian, please take pictures showing the coolant residue you found. Please also pressure test the cooling system and if possible take a picture showing the source of the leak when coolant is coming out.
Advice 2: Please check the head bolts in the area of the leak to find out if they are loose or if they are torqued as designed. Let me know what you find. Thanks.

*** NOTES 12/16/2016 01:56 PM clarify Action Type: Dealer contact
*** Performed by contact: Brian Nordby, 9372371000
Result of Advice 1:Attached pictures of the head gasket residue. Wasn't possible to see leak during pressure test.
Result of Advice 2:Removed both cylinder heads. Found the middle 4 head bolts very loose requiring no effort on both heads. The outer bolts on the right head were not very tight either. One of the middle bolts in the right head pulled the threads out of the block, picture attached. Both heads were warped when measuring with straight edge.
Additional Comments:Coolant droplets were found in the oil pan. Also attached picture of where the thermostat housing was to show how much coolant sprayed out from overheating. I don't trust the integrity of the thermostat housing since this is the 2nd time its proven to be a weak spot from the pressure of overheating.

*** PHONE LOG 12/16/2016 02:07 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Thanks for the information and the pictures. Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** CASE CLOSE 02/03/2017 10:35 AM clarify
*** Performed by contact: Brian Nordby, 9372371000
replaced short block with new heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 34,939

Prod Date: 05/18/2013 **Warranty Start Date:** 01/26/2014

Dealer/Contact Data:

Dealer: AZ019 Tempe Kia

Phone: 4805982300 **FAX:** 4805982388

Contact: Aaron Wright **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 12/12/2016 02:21 PM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Wright, *08302010102019
*** This is a Request for Assistance ***

Problem Description :
THE ENGINE HAS OVERHEATED AND BARELY RUNS.

Diagnostics Performed :
THE VEHICLE IS LEAKING COOLANT FROM THE REAR LEFT CORNER OF THE BANK 2 HEAD GASKET. #6 CYLINDER IS FULL OF COOLANT AND OIL. THERE IS COOLANT AND OIL THROUGHOUT THE ENGINE BAY. NO OTHER LEAK COULD BE IDENTIFIED AND COOLING FAN CAN BE TURNED ON IN ACTUATION TEST. WHEN PRESSURIZING COOLING SYSTEM A STREAM OF WATER COMES FROM HEAD GASKET. I BELIEVE THIS WILL NEED A LONG BLOCK DUE TO OVERHEATING. NO OTHER SOURCE COULD BE FOUND TO CAUSE OVERHEATING.

*** PHONE LOG 12/12/2016 02:28 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Aaron,
I recommend to remove the cylinder head for inspection. Check to see if the cylinder head or block is warped per the shop manual guide lines. Thank you and please keep me up to date on the progress of the repair.

*** NOTES 12/13/2016 11:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Wright, *08302010102019
Result of Advice 1:removed the cylinder heads. the head gasket is broken in the area of the cooling jacket around cylinder #6. the bank 2 cylinder head is also cracked in the same area around #6. bank 2 cylinder block surface is warped measuring .076mm. the head bolts for bank 2 took very little effort to remove as if they were not torqued correctly. removed the bank 1 cylinder head and head surface is flat measuring .038mm. the block surface for bank 1 is also .038mm.
Additional Comments:vehicle will need either a long block or a short block and new bank 2 cylinder head

*** PHONE LOG 12/13/2016 12:52 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Aaron,
Based off of your information I recommend to replace the engine. Thank you
Advice 2: · Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 01/12/2017 07:37 AM clarify
*** Performed by contact: Aaron Wright, *08302010102019
installed new long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 48,527

Prod Date: 05/09/2013 **Warranty Start Date:** 06/26/2013

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 **FAX:** 3012790985

Contact: Joshua Kozlowski **Contact Title:** Parts and Service Director **Service District:** SO11

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component:

Resolution: Authorized

Case History

*** NOTES 12/14/2016 06:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Joshua Kozlowski, 3013403100
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
vehicle over heating - engine cut off

Diagnostics Performed :
coolant leaking from thermostat housing - performed pressure test = major head gasket leak "coolant squirting from gasket area at a rapid rate"coolant mixed with oil,engine knocking

*** PHONE LOG 12/14/2016 06:30 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Joshua,
Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case per pitstop 410 and once this has been completed please update the case indicating the picture is available for review. Thank you

Advice 2: .
Advice 3: I would like to know why the vehicle overheated ?. Did you check the operation of the cooling fan by actuating the circuit with the GDS/KDS. Did you check for any damage to the radiator & is there any indication the vehicle has been involved in an accident ?. What type of knocking noise do you hear ?. (Top end or bottom end noise) After the vehicle cooled off does the noise still occur.

*** NOTES 12/14/2016 09:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Joshua Kozlowski, 3013403100

Result of Advice 1:original leak from thermostat housing - vehicle badly overheated, repair beyond headgasket replacement, internal engine knock, barely runs (I've never seen a headgasket leak like this one is in my 25 years in this industry)
Result of Advice 2:original leak from thermostat housing - vehicle badly overheated, repair beyond headgasket replacement, internal engine knock, barely runs (I've never seen a headgasket leak like this one is in my 25 years in this industry)
Result of Advice 3:original leak from thermostat housing - vehicle badly overheated, repair beyond headgasket replacement, internal engine knock, barely runs (I've never seen a headgasket leak like this one is in my 25 years in this industry)

*** PHONE LOG 12/14/2016 10:06 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Joshua,

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 12/14/2016 10:06 AM Pacific Daylight Time JGossling-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 37,581

Prod Date: 08/14/2013 **Warranty Start Date:** 05/23/2014

Dealer/Contact Data:

Dealer: OH068 Kia of Dayton

Phone: 9372371000 **FAX:** 9372372164

Contact: Brian Nordby **Contact Title:** Exclusive Kia Technician **Service District:** CE12

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Techline Case For Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 12/19/2016 05:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Brian Nordby, 9372371000
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Engine overheating.

Diagnostics Performed :
Found right head gasket leaking. Both cylinder heads were warped, and the head bolt threads were pulled out of the block with one of the right head bolts. Advised to replace engine per techline #T3342002

*** PHONE LOG 12/19/2016 05:52 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly.
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required.
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission).
- Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components (this is a separate operation in the warranty claim).
- If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do

not use the original intake manifold; replace the intake manifold with a NEW one.
Make sure all ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 12/19/2016 05:52 AM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 95,195

Prod Date: 05/14/2013 **Warranty Start Date:** 05/27/2013

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650 **FAX:** 9103501667

Contact: Cameron Harris **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Cylinder head external

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component:

Resolution: Engine

Case History

*** NOTES 12/19/2016 01:04 PM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
*** This is a Request for Assistance ***

Problem Description :
Towed in from independent shop. Running rough, externally leaking coolant and has a lot of coolant in the oil, visible coolant/oil mixture in valve cover. There is slight seepage and one minor leak appearing to come from the bank 1 headgasket. Do I need to proceed further to determine which gasket is leaking or replace both headgaskets and send heads for pressure testing/cleaning?

Diagnostics Performed :
No codes, but runs very rough at first start and under load.
Coolant in oil.
Did injector kill test to see if one cylinder was dropping out due to coolant contamination or low compression, all equally lowered idle RPM.

*** PHONE LOG 12/19/2016 01:19 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Cameron
In My opinion both cylinder heads need to be removed for inspection but you will need to contact your DPSM for approval to remove the head that is not leaking

*** NOTES 12/28/2016 04:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Result of Advice 1:just to update, the parts to replace 1 headgasket should be here this week. After I moved the vehicle at the end of last week it was actually spraying coolant from the corner of the front (bank 2) head. DPSM and service manager both agreed that I should remove that head and while the intake is off, perform a combustion chamber leak down test on the Bank 1.

*** PHONE LOG 12/28/2016 06:50 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for the update
Please be sure to check to see if the threads in the block are not pulled out for the head bolts

*** NOTES 12/30/2016 02:17 PM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Result of Advice 1:Head bolts closest to front were very very tight, almost breaking tools tight, and the four rearward most bolts were lose enough to break free with a 3/8 drive ratchet. The rear left bolt pulled about 1" of threads out of the block. All others appear to be clean.

*** PHONE LOG 12/30/2016 02:31 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Based on the information you have provided the engine will need to be replaced, Since your dealership is a DSA dealer PWA approval is not necessary. Upon completion of the vehicle please close the case and complete the survey, Thank you

** Admin Note ***
ervice alert escalated to CA as : K3356146 on 12/30/2016

*** NOTES 01/03/2017 04:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Just to clarify, do you recommend replacing with a long block assy or short?
Additional Comments:Just to clarify, do you recommend replacing with a long block assy or short?

*** PHONE LOG 01/03/2017 09:55 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: If you have inspected the cylinder heads to see that they are not warped then just replace the short block

*** NOTES 01/03/2017 12:30 PM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Result of Advice 1:I will have them both sent to the machine shop to be checked. If they are slightly warped, can they be machined or are the tolerances too tight? (Heard from another tech that you cannot machine them)

*** PHONE LOG 01/03/2017 01:38 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: The cylinder heads are not to be resurfaced, If they are warped then they should be replaced

*** NOTES 01/05/2017 11:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Result of Advice 1:according to the machine shop, the heads are ok, but both have bent valves...sounds odd to me, but if that's the case, does it seem plausible to you to re use the heads and just put valves in them? not sure how there are bent valves if the timing wasn't an issue.

*** PHONE LOG 01/05/2017 11:37 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: That is strange that the valve are bent, If the cylinder heads can be reused then please do so with the replacement of the bent valves, Please check the valve clearance before the engine is completely assembled

*** NOTES 01/23/2017 01:28 PM clarify Action Type: Dealer contact
*** Performed by contact: Cameron Harris, 9103501650
Result of Advice 1:engine is assembled and the car is being released to the customer. I will close case. Thanks.

*** PHONE LOG 01/23/2017 02:27 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact

Advice 1: Great news Thank you

*** CASE CLOSE 01/23/2017 02:28 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,370

Prod Date: 03/11/2013 **Warranty Start Date:** 03/31/2013

Dealer/Contact Data:

Dealer: CA240 Kirby Kia of Ventura

Phone: 8056442241 **FAX:** 8056393300

Contact: Todd Magana **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Overheating_Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** NOTES 12/21/2016 09:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Todd Magana, 8186707400
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
CEL ON -FLASHING. CYL #6 MISFIRE.NO HEAT FROM HEATER.

Diagnostics Performed :
VARIFIED MISFIRE -P0306. NO COOLANT IN RADIATOR. FILLED WITH WATER.ENGINE WOULD NOT TURN OVER , HYDRALICED .REMAVED COILCAND SPARK PLUG -#6 CYL FILLED WITH WATER.FILLED RAD AGAIN AND WATER RAN OUT #6 PLUG HOLE. WATER AND OIL MIX (FOAM) IN OIL FILL HOLE AND CAP.POSSIBLE CYL AND BEARING DAMAGE DUE TO WATER CONTAMINATION.FOUND ORIGNAL COOLANT LEAK AT PLASTIC CROSSOVER PIPEAT TEMP SENSOR. ALUMINIUM HEADS AND BLOCK.DID NOT PERFORM COMPRESSION CHECK. LEAK DOWN ON CYL #6 IS 85%, FULL AIR OUT RADIATOR.

*** PHONE LOG 12/21/2016 10:06 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Todd
We will need to properly diagnosed the engine to see if the whole engine needs to be replaced, Here are the things that I would like you to check
1, Please check to see if the threads for the head bolts are pulled out on that bank, remove the valve cover and cams then attempt to re tuque the head bolts to see if this is possible if any of the bolts pull the threads out of the block let Me know, If this is okay then
2, Remove that head and then inspect the cylinder walls for damage or discoloration, If you do find some please take a few pictures and attach them to the case, If this is okay then
3, Using a dial indicator you will need to check all of the pistons to see if any do not travel all the way to the top of the cylinder as the rest of the pistons, This will tell us that the rod on that cylinder may be bent, Please report on all of these items and be

detailed in your answers

*** NOTES 12/21/2016 10:06 AM clarify Action Type: Dealer contact
*** Performed by contact: David Bodjanac, 8056442241
uploaded Engine Data/PWA
Additional Comments:uploaded Engine Data/PWA

*** PHONE LOG 12/21/2016 10:45 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: 1: Hello Todd
We will need to properly diagnosed the engine to see if the whole engine needs to be replaced, Here are the things that I would like you to check
1, Please check to see if the threads for the head bolts are pulled out on that bank, remove the valve cover and cams then attempt to re tuque the head bolts to see if this is possible if any of the bolts pull the threads out of the block let Me know, If this is okay then
2, Remove that head and then inspect the cylinder walls for damage or discoloration, If you do find some please take a few pictures and attach them to the case, If this is okay then
3, Using a dial indicator you will need to check all of the pistons to see if any do not travel all the way to the top of the cylinder as the rest of the pistons, This will tell us that the rod on that cylinder may be bent, Please report on all of these items and be detailed in your answers

*** NOTES 12/22/2016 03:39 PM clarify Action Type: Dealer contact
*** Performed by contact: David Bodjanac, 8056442241
Result of Advice 1:uploaded cylinder head pic and stripped bolt Pic

*** NOTES 12/22/2016 03:46 PM clarify Action Type: Dealer contact
*** Performed by contact: Todd Magana, 8186707400
Result of Advice 1:ADVICE 1 ; GAINED ACCESS TO LEFT CYL HEAD RETAINING BOLTS. YOUYGOT A PIC OF 1 BOLT WITH STRIPPED THREADS . THERE IS A TOTAL OF 4 ON LEFT SIDE.

*** PHONE LOG 12/22/2016 03:59 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1:

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· The turbo charger and oil feed line should be replaced also if there is metal in the engine (if applicable),

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 12/22/2016 04:00 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,800

Prod Date: 03/11/2013 **Warranty Start Date:** 05/18/2013

Dealer/Contact Data:

Dealer: CA301 John L. Sullivan's Roseville Kia

Phone: 8665225150 **FAX:** 9167831030

Contact: Paul Ella **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # from head gasket

Symptom: Coolant Leak_Misfire **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 12/28/2016 09:20 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
*** This is a Request for Assistance ***

Problem Description :
coolant leak and misfire

Diagnostics Performed :
There is coolant leaking from bank 1 between the cylinder head and block. there is also a misfire from # 5 cylinder.

*** PHONE LOG 12/28/2016 09:43 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Paul, please remove the valve cover and check the head bolts in the area of the coolant leak to see if they are loose and if the threads in the block have become damaged. Let me know what you find. Thanks.

*** NOTES 12/28/2016 09:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
Result of Advice 1:okay

*** RESEARCH LOG 12/28/2016 11:01 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.

*** NOTES 12/28/2016 11:03 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
Result of Advice 1:Removed valve cover. Check head bolts a leakage point. Unable to torque head bolts. Damaged threads in block.

*** PHONE LOG 12/28/2016 12:43 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** NOTES 12/28/2016 02:30 PM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
Result of Advice 1:okay,I will open a PWA
Result of Advice 2:okay

*** RESEARCH LOG 12/28/2016 02:49 PM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.

*** CASE CLOSE 01/11/2017 07:43 PM clarify
*** Performed by contact: Paul Ella, *11172010140514
Long Block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 53,800

Prod Date: 03/11/2013 **Warranty Start Date:** 05/18/2013

Dealer/Contact Data:

Dealer: CA301 John L. Sullivan's Roseville Kia

Phone: 8665225150 **FAX:** 9167831030

Contact: Paul Ella **Contact Title:** Exclusive Kia Technician **Service District:** WE05

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Case For Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** NOTES 12/29/2016 07:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
coolant leak between bank 1 cylinder head and block. unable to tighten head bolts at leakage area.Damaged threads in block

Diagnostics Performed :
unable to torque head bolts at coolant leakage area. damaged threads in block.

*** NOTES 12/29/2016 07:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
Warranty former attached
Additional Comments:Warranty former attached

*** PHONE LOG 12/29/2016 08:19 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Paul
The core form that you attached is the incorrect one

Advice 2: Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank

*** NOTES 12/29/2016 08:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Ella, *11172010140514
Result of Advice 1:Former attached Rev. 11/1/16
Result of Advice 2:Noted

*** PHONE LOG 12/29/2016 09:04 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1:

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· The turbo charger and oil feed line should be replaced also if there is metal in the engine (if applicable),

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 12/29/2016 09:04 AM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,007

Prod Date: 04/22/2013 **Warranty Start Date:** 06/12/2013

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: Ramiro Soto **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution: PWA

Case History

*** NOTES 12/29/2016 08:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Ramiro Soto, 5302260418
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES THE HEATER IS INOP

Diagnostics Performed :
VERIFIED CONCERN HEATER INOP. FOUND THE THERMOSTAT HOUSING HAD BEEN LEAKING. REPAIRED COOLANT AND LEAK AND CHECKED FOR COMBUSTION GASSES IN THE COOLING SYSTEM. FOUND THE HEAD GASKETS ARE BLOWN. FOUND COOLANT IN CYLINDERS 2 AND 6. I REMOVED THE ENGINE AND DISASSEMBLED. FOUND ALL ALL OF THE HEAD BOLTS ON BANK 2 BROKE LOOSE VERY EASY AND THE THREADS CAME OUT WITH THE REAR MOST HEAD BOLT. DOES KIA OFFER A HEALY COIL/THREAD CERT KIT FOR HEAD BOLTS?? OR AM I NOW REPLACING THE BLOCK AS WELL???

*** PHONE LOG 12/29/2016 08:55 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Ramiro
No Kia does not approve the repair of the threads in the block, the engine will need to be replaced
Advice 2: Based on the information that you have provided the engine will need to be replaced.
Please check to see if this engine is not a used or junk yard motor, and you have verified there are no signs of neglect, the engine has not sustained any external impact

You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

Please close this case and open a PWA case and complete the survey,

** Admin Note ***
ervice alert escalated to CA as : K3355549 on 12/29/2016

*** CASE CLOSE 01/27/2017 03:49 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,639

Prod Date: 04/24/2013 **Warranty Start Date:** 04/03/2014

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Mike Rutz **Contact Title:** Exclusive Kia Technician **Service District:** CE08

Case Details:

Case Title: HVAC - Heater inop #

Symptom: Improper Operation_Heater **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 12/29/2016 03:49 PM clarify Action Type: Dealer contact
*** Performed by contact: Mike Rutz, 7634249100
*** This is a Request for Assistance ***

Problem Description :
heater temp fades at idle

Diagnostics Performed :
coolant leak was repaired at thermostat bridge
came back bled system was good 150 output at vents
now back air and signs of oil in coolant

** Admin Note ***
ervice alert escalated to CA as : K3355591 on 12/29/2016

*** PHONE LOG 12/30/2016 06:05 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Mike, if you let the vehicle cold soak can you verify that the thermostat is opening as designed?
Advice 2: Does the engine ever run hot?
Advice 3: With the engine hot then again after a cold soak, pressurize the cooling system and note if the pressure drops or if you find any leaks. Let me know what you find. Thanks.

*** PHONE LOG 12/30/2016 12:57 PM Pacific Daylight Time BLall-TL Action Type:Incoming call
Advice 1: Mike called to discuss the case and stated previously there was only a thin film of oil found in the cooling system. Advised to do the cooling system pressure test with the engine off to find out if there is an internal or external cooling system leak. Advised if there is no leak to do an engine flush adding a mild degreaser such as dawn or shout so it will break down any oil or grease and to retest. The vehicle never runs hot and the concern is only at idle. Advised if the concern continues to replace the thermostat as the most likely cause of a restriction in the cooling system.

*** PHONE LOG 01/03/2017 07:20 AM Pacific Daylight Time BLall-TL Action Type:Incoming call
Advice 1: Mike called and stated when pressure testing the system no leak down could be found but there is bubbling in the radiator still and nothing abnormal showed up on a block test. He isolated the transmission cooler and checked for any signs of leaking and there is not and there is good flow through it. Mike found there is no longer any oil in the cooling system but there is still bubbling in the coolant. After continuous testing he found coolant leaking on between the head and block on bank 2. He has a picture of the concern. Advised to attach the picture to the case and to add a note when it is attached or I will not be notified. Advised since he verified a leak between the head and block to remove the valve cover and to check all the head bolts to make sure they are tightened as designed and that none are loose indicating the threads in the block have been damaged.

*** PHONE LOG 01/03/2017 11:44 AM Pacific Daylight Time JPhillips-TL Action Type:Incoming call
Advice 1: Tech called in and stated that he had pulled the cam cover to check the breakaway torque on the head bolts where the exterior leak was found. The head bolts had almost no breakaway torque, and the threads are pulled. Advised that he would need to replace the engine in this vehicle. Please refer to warranty bulletin 2015-09. You are required to open a techline engine PWA for request of authorization prior to ordering any parts, or performing any repairs. Please be sure to complete, and attach your WRTY143 core data sheet to the PWA case.

*** CASE CLOSE 01/23/2017 11:28 AM clarify
*** Performed by contact: Mike Rutz, 7634249100
Cyl head bolts striped

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 FWD AUTO | **Engine:** 3.3L GDI | **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX | **Mileage:** 77,573

Prod Date: 03/06/2014 | **Warranty Start Date:** 08/31/2014

Dealer/Contact Data:

Dealer: GA083 Rick Case Kia

Phone: 7704762800 | **FAX:** 6789570767

Contact: | **Contact Title:** | **Service District:** SO13

Case Details:

Case Title: MIL - PCM # P0300 - P0303 - P0305

Symptom: Insufficient Heat | **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 12/30/2016 12:00 PM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
*** This is a Request for Assistance ***

Problem Description :
Customer complains of check engine light on and no heat.

Diagnostics Performed :
Brought vehicle in and verified lack of heat. Checked codes and found P0300 P0303 and P0305. Vehicle did exhibit a slight misfire on start up. Removed radiator cap and no coolant was present but did have a hydrocarbon type smoke come out. Performed a block test and the result was negative. I have attached a photo of the test vial. I have concluded that it has a blown head gasket.

*** PHONE LOG 12/30/2016 12:29 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, verify there is no external damage to the engine/cooling system caused by an impact with a road hazard or neglect Verify the engine has been maintained properly and should be covered under warranty. If okay, perform a compression test and leakdown test before you remove the cylinder heads and check for head and block flatness, if out of specs Kia does not recommend resurfacing and replacment will be necessary.

*** NOTES 01/06/2017 10:16 AM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
Result of Advice 1:Ok. I have the heads off and they most certainly are warped. You can throw a cat under my straight edge. The block however is ok. There is no external damage. The only thing I would question id if there is any ring damage due to heat.

*** PHONE LOG 01/06/2017 10:31 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, what were your compression readings and leakdown results?

*** NOTES 01/06/2017 10:38 AM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
Result of Advice 1:I guess I forgot to tell you those. compression was 155+ on all cylinders except 3 and 5. 3 was 120 and 5 was 115. On the leak down 3 and 5 were 62%. The rest were under 10%.

*** PHONE LOG 01/06/2017 10:58 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, unless you see an issue with the cylinder walls, based on the information provided we will have to reuse the block and replace the heads.

*** NOTES 01/06/2017 10:59 AM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
Result of Advice 1:OK I'll get them ordered

*** RESEARCH LOG 01/06/2017 12:24 PM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

*** NOTES 01/16/2017 02:40 PM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
Result of Advice 1:Got heads back from machine shop and began installing the first head. Torqued sequence one to 30 ft lbs. Began to proceed with the 118 to 122 degree pull the VERY FIRST head bolt pulled all the threads out of the block about 1/2 way through the pull.

*** PHONE LOG 01/17/2017 06:23 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Based on the information provided the engine block should be replaced. Close this assistance case and open a separate TL PWA Case to gain authorization for engine replacement approval PRIOR to replacement, attach the revised Engine core data sheet to the case (form WRTY143) dated 11-1-2016 and reference this techline case number in your notes. Information for this process can be found in Warranty Bulletin 2016-22.

*** NOTES 01/17/2017 06:37 AM clarify Action Type: Dealer contact
*** Performed by contact: David Richardson, 7709528881
Result of Advice 1:Do you want to put in a short or long block. We have already built a new set of heads.

*** PHONE LOG 01/17/2017 06:41 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: David, since the heads are new and ready replace the short block. Thanks

*** CASE CLOSE 01/17/2017 07:18 AM clarify
*** Performed by contact: David Richardson, 7709528881
closed for pwa

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,639

Prod Date: 04/24/2013 **Warranty Start Date:** 04/03/2014

Dealer/Contact Data:

Dealer: MN003 Lupient Kia

Phone: 7634249100 **FAX:** 7634244746

Contact: Shane Nohr **Contact Title:** Service Consultant **Service District:** CE08

Case Details:

Case Title: HVAC - Heater inop # Case For Warranty Authorization

Symptom: Improper Operation **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Approval Long block.

Case History

*** NOTES 01/03/2017 12:46 PM clarify Action Type: Dealer contact
*** Performed by contact: Shane Nohr, 7634244746
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
OVERHEAT

Diagnostics Performed :
PULLED VALVE COVER-VERIFIED STRIPPED HEAD BOLTS

*** NOTES 01/03/2017 12:47 PM clarify Action Type: Dealer contact
*** Performed by contact: Shane Nohr, 7634244746
NO HEAT- 143 AND PICS
Additional Comments:NO HEAT- 143 AND PICS

*** PHONE LOG 01/03/2017 01:51 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any

cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check ion to do so.valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 01/03/2017 01:52 PM Pacific Daylight Time JLancaster-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA Approval Long block.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,455

Prod Date: 02/08/2013 **Warranty Start Date:** 05/20/2013

Dealer/Contact Data:

Dealer: SC030 Jts Kia

Phone: 8035095555 **FAX:** 8035095558

Contact: Christopher Blair **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Fluid Leak - Cooling system coolant # blown head gasket

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 01/16/2017 01:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
*** This is a Request for Assistance ***

Problem Description :
Customer states they have to keep adding water

Diagnostics Performed :
The coolant over flow tank is mixed with oil and coolant, there is a strong oil smell coming from the radiator. Toped off the radiator and saw exhaust gases coming from the radiator.

*** PHONE LOG 01/16/2017 01:56 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: To verify there a blown head gasket or damage to the engine, please perform a block check or perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs
Advice 2: Are there any external cooling system leaks that can be found by pressure checking the system? Does the fan work as designed? Does the thermostat open and close as designed?

*** NOTES 01/17/2017 09:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:Cylinder 1 is at 20%, cyl 2 is at 10%, cyl 3 is at 100%, cyl 4 is at 20%, cyl 5 is at 15%, and cyl 6 is at 17%
Result of Advice 2:I did a pressure test and was unable to see any external coolant leaks.

*** PHONE LOG 01/17/2017 12:44 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please note where the air wasescaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) for each cylinder. Thanks.

*** NOTES 01/17/2017 12:51 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:I heard it coming from the intake

*** PHONE LOG 01/17/2017 01:58 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Are you sure that each cylinder was on TDC of the correct stroke when you did the leak down test? Your testing indicates an issue but not a blown head gasket. Please re-do the leak down test with the assistance of a senior tech if needed and report the results again. Thanks.

*** NOTES 01/17/2017 02:13 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:I did have every cylinder at TDC. I am a senior tech and I am fully certified. When ever I crank it over and run it exhaust gases come out of the radiator, and oil is actively mixing with the coolant. I also did a block test on the coolant system and the test indicated that there was exhaust gases present in the coolant system.
Additional Comments:please tell how this is not a blown head gasket thanks have a nice day

*** PHONE LOG 01/18/2017 07:59 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Chris, I did not want to offend you I have to go based on the information you provide in the case and when you opened the case all the indications such as the exhaust pressure in the cooling system and the oil/coolant mixing indicates a blown head gasket or crack in the head or block but the leak down test results did not support that so I have to question it. There was also no mention of the block test until your previous notes even though in my advice on 1/16 I stated to do a block check or cylinder leak down check. I just need to make sure the concern is documented and supported in the notes clearly.
Advice 2: Thanks for clarifying for me. Based on the information you provided, my recommendation is to contact your DPSM for authorization to remove the head and to inspect the head and block for warpage or damage and to replace the head gasket and any other damaged components found. Please make sure to inspect the valves on cylinder 3 since there was 100% leak down through the intake during the leak down test.

*** NOTES 01/26/2017 08:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:took the heads off found two loose head bolts on the left bank on cylinder number 6, which caused the head gasket to blow.
Result of Advice 2:head and block good sent head to get pressure tested.

*** PHONE LOG 01/26/2017 09:45 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Chris, since you found two of the head bolts were loose I suspect the threads in the block are damaged where those bolts were. Please check the threads and make sure that they will hold torque when the bolts are tightened. Let me know what you find. Thanks.

*** NOTES 01/27/2017 05:16 AM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:When I was doing the torque I was doing the 1st angle and some of the head bolts broke free of the block on the right side
Additional Comments:Do you want me to get a short blocks or long block to fix this issue

*** PHONE LOG 01/27/2017 07:55 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL. Please replace the long block if one is available unless the heads have already been checked and rebuilt. Make sure the heads are not resurfaced at all, if they are warped they should be replaced.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Based on the information

provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** PHONE LOG 02/08/2017 02:41 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542.

*** CASE CLOSE 02/15/2017 08:28 AM clarify
*** Performed by contact: Christopher Blair, 8035095555
found loose head bolts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,007

Prod Date: 04/22/2013 **Warranty Start Date:** 06/12/2013

Dealer/Contact Data:

Dealer: CA206 Redding Kia

Phone: 5302260418 **FAX:** 5302260608

Contact: Ramiro Soto **Contact Title:** Dual Technician **Service District:** WE05

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA authorized.

Case History

*** NOTES 01/20/2017 09:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Ramiro Soto, 5302260418
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
CUSTOMER STATES THE HEATER IS INOP

Diagnostics Performed :
VERIFIED CONCERN HEATER INOP. FOUND THE THERMOSTAT HOUSING HAD BEEN LEAKING. REPAIRED COOLANT AND LEAK AND CHECKED FOR COMBUSTION GASSES IN THE COOLING SYSTEM. FOUND THE HEAD GASKETS ARE BLOWN. FOUND COOLANT IN CYLINDERS 2 AND 6. I REMOVED THE ENGINE AND DISASSEMBLED. FOUND ALL OF THE HEAD BOLTS ON BANK 2 BROKE LOOSE VERY EASY AND THE THREADS CAME OUT WITH THE REAR MOST HEAD BOLT. I STARTED A TECH LINE CASE #T3354962 AND I WAS INSTRUCTED TO REPLACE THE SHORT BLOCK IF THE HEADS ARE STILL GOOD. I SENT OUT CYLINDER HEADS AND WERE BOTH FOUND TO BE WARPED. RECOMMEND REPACEMENT OF LONG BLOCK IF AVAILABLE.

*** PHONE LOG 01/20/2017 09:38 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Ramiro, I reviewed the information in this case and in the repair assistance case.
Advice 2: Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form (Rev. 11/1/2016) as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

*** NOTES 01/20/2017 09:40 AM clarify Action Type: Dealer contact
*** Performed by contact: Ramiro Soto, 5302260418

WE ORDERED A SHORT BLOCK BEFORE WE WERE NOTIFIED THAT THE HEADS WERE WARPED. SHOULD WE JUST ORDER A LONG BLOCK AND GO THAT ROUTE OR CYLINDER HEADS AND USE THE BLOCK WE HAVE.
Additional Comments:WE ORDERED A SHORT BLOCK BEFORE WE WERE NOTIFIED THAT THE HEADS WERE WARPED. SHOULD WE JUST ORDER A LONG BLOCK AND GO THAT ROUTE OR CYLINDER HEADS AND USE THE BLOCK WE HAVE.

*** PHONE LOG 01/20/2017 09:46 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please provide the information requested so I can process this PWA. You should not order an engine until the PWA is approved, but based on the information you provided, my recommendation is to replace the long block if one is available if not you will need to order a short block, heads and any other needed parts.

*** NOTES 01/20/2017 10:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Ramiro Soto, 5302260418
Result of Advice 1:YEAH I KNOW BONE HEAD MOVE. I SENT IN PWA AND CHECKED WITH PARTS ON A LONG BLOCK. NONE AVAILABLE.

*** PHONE LOG 01/20/2017 10:41 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 01/20/2017 10:41 AM Pacific Daylight Time BLall-TL

Resolution Code: Information Given
CLOSING COMMENTS
PWA authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 92,542

Prod Date: 04/01/2013 **Warranty Start Date:** 05/30/2013

Dealer/Contact Data:

Dealer: CA217 Allstar Kia

Phone: 9096642200 **FAX:** 9094559605

Contact: Michael Davis **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 01/26/2017 12:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Davis, 9492489200
*** This is a Request for Assistance ***

Problem Description :
customer states gauge reads hot and overheating

Diagnostics Performed :
removed thermostat and boiled did not open
replaced t stat and drove continues to overheat
pressure test cooling system found coolant I #6 cylinder removed head while removing head bolts holes have lost threads new bolts will not tighten ? (short block) ?

*** PHONE LOG 01/26/2017 12:31 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Did you check the cylinder head with a precision straight edge as outlined in the shop manual?

*** NOTES 01/26/2017 01:57 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael Davis, 9492489200
Result of Advice 1:check cyl head for flatness foud to have between 5 to 8 thousandths max wrp is 19 thousands should be ok to reuse

*** PHONE LOG 01/26/2017 02:01 PM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Not sure where you got your specification from but maximum warpage is less than .002" Your reading would indicate warpage beyond specification and require replacement. I would recommend replacing the long block.

*** NOTES 01/26/2017 02:09 PM clarify Action Type: Dealer contact

*** Performed by contact: Michael Davis, 9492489200
Result of Advice 1:I must be reading it wrong on kgis
[Less than 0.02mm (0.0008in.) / 150x150

** Admin Note ***
ervice alert escalated to CA as : K3376245 on 01/26/2017

*** PHONE LOG 01/27/2017 05:21 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Even at .0008 your reading is at the high end of the maximum allowed. We do not reconmmend ever resurfacing so I still recommend replacing.

*** PHONE LOG 02/10/2017 12:40 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle? If the vehicle is no longer present or has been repaired then please update the case and close it. Thanks.

*** CASE CLOSE 04/07/2017 12:50 PM Pacific Daylight Time dbrisky

Resolution Code: Faulty Component
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,904

Prod Date: 05/21/2013 **Warranty Start Date:** 07/12/2013

Dealer/Contact Data:

Dealer: VA026 Southern Kia Lynnhaven

Phone: 7573400800 **FAX:** 7573408261

Contact: Foster Venturini **Contact Title:** Exclusive Kia Technician **Service District:** SO12

Case Details:

Case Title: Engine mechanical # Damaged threads

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA case onened

Case History

*** NOTES 01/27/2017 07:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Foster Venturini, *01252012125032
*** This is a Request for Assistance ***

Problem Description :
c/s over heat condition

Diagnostics Performed :
found the presence of exhaust gas in cooling system. removed heads for inspection, during procedure found 3-4 head bolts on the exhaust side were not torqued at all. sent heads out and everything came back ok. checked the deck of the short block and everything ok there as well. while installing heads and bolts found that in a couple bolt locations the threads of the block are gone. I assume I will need autho. for short block replacement

*** PHONE LOG 01/27/2017 07:56 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Foster
Based on the information that you have provided the short block will need to be replaced,
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please close this case and open a PWA case and complete the survey

** Admin Note ***
ervice alert escalated to CA as : K3377155 on 01/27/2017

*** CASE CLOSE 02/01/2017 04:16 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA case onened

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 52,691

Prod Date: 03/23/2013 **Warranty Start Date:** 05/20/2013

Dealer/Contact Data:

Dealer: MD032 King Kia

Phone: 3019483333 **FAX:** 3019218365

Contact: Warren Duke **Contact Title:** Exclusive Kia Technician **Service District:** SO11

Case Details:

Case Title: Engine - Overheats #

Symptom: Damage **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 01/30/2017 06:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
*** This is a Request for Assistance ***

Problem Description :
2015 sorento came in for an over heat condition. No codes in it, fans are working, thermostat isn't stuck, it was low on coolant tho. I saw that one of the nipples on the water housing was leaking so I replaced the nipple and rechecked.

Found at that point that it has at least a blown head gasket on bank 2. When I start it with the coolant funnel filled up it shoots the coolant out everywhere.

Performed a compression test and found that all cylinders had 190-195 compression except for cylinder 2 which had 240 due to coolant in the cylinder. It's a pretty significant leak. When performing the test it was shooting coolant out of the spark plug tube.

Before I pull the cylinder head to measure, is there anything you would like me to check first? Please advise, thanks

Diagnostics Performed :
inspected for leaks, fan and thermostat operation, performed compression test

*** PHONE LOG 01/30/2017 07:00 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Peter, do you feel that there is enough coolant in the cylinder that it may have caused the rod to bend or other damage? Please drain the coolant and do another compression test on cylinder 2. Thanks.

*** NOTES 01/30/2017 08:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
Result of Advice 1:It's hard to say, compression came in at 180-185 psi once the coolant was drained.

I took it for a short test drive on Friday and on initial start up it ran rough. After it ran for a little bit it evened out. It didn't set any codes, and it didn't over heat for me, but I also filled the system before I drove it. Thanks

*** NOTES 01/30/2017 08:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
Result of Advice 1:Also, there is liquid coolant in cylinder 2 it's not just damp or anything. Thanks

*** PHONE LOG 01/30/2017 09:51 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please contact your DPSM for authorization to remove the head and inspect for warpage or damage. If you find that any of the head bolts are loose stop and check if they will tighten to spec or if there is damage to the threads in the block, and let me know. Thanks.

*** NOTES 02/01/2017 07:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
Result of Advice 1:I found the two head bolts flanking cylinder 2 on the exhaust side were loose. One of which was loose enough I could turn by hand and would not tighten. The other started to tighten then began to spin freely.

The other head bolts were tight, some more than others. The threads came out of the block completely on the one bolt, the other had damage but not as bad.

I measured the cylinder head and found it was ok except for in the area of the loose bolts where I was able to slide a 0.001 in gauge under my straight edge. Thanks

*** PHONE LOG 02/01/2017 07:45 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, my recommendation is to replace the engine. You are at a self-authorizing dealer so no PWA case is required; just verify the warranty is valid. Thanks.

*** PHONE LOG 02/24/2017 10:40 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please provide the repair status of this vehicle. If you require further assistance, please add a case note with all pertinent information or call (800) 494-4542.

*** NOTES 02/28/2017 04:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
Result of Advice 1:It's going back together now. No long block was available so we got a short block and sent the heads out to the machine shop for reconditioning. I will let you know once it's all done. Thanks

*** RESEARCH LOG 02/28/2017 07:36 AM Pacific Daylight Time BLall-TL Action Type:Administrative task
Thanks for the update.

*** NOTES 03/24/2017 06:13 AM clarify Action Type: Dealer contact
*** Performed by contact: Peter Tauber, *01172012161530
Result of Advice 1:we replaced the short block and one cylinder head. Operation is normal, customer has picked up vehicle. thanks

*** CASE CLOSE 03/24/2017 06:14 AM clarify
*** Performed by contact: Peter Tauber, *01172012161530
replaced short block and one cyl head

*** CHNG CONTACT 04/18/2017 09:28 AM Pacific Daylight Time FLusic-TL

Contact changed from Peter Tauber at King Kia to Warren Duke at King Kia. Former primary phone: *01172012161530. Former alternate phone: .

*** PHONE LOG 04/18/2017 09:31 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: hello Warren

Advice 2: Notes from duplicate web case T3439562
Problem Description :
reference to case #3377525. we were not self authorized at the time the ro was opened, but if you look at the case on 2/1/17 we were. we are unable to get paid on the ro due to not having a pwa.is there any way of getting a pwa now?

Diagnostics Performed :
s

*** PHONE LOG 04/18/2017 09:36 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Warren
You will need to file a appeals process with your DPSM to get paid for the engine replacement

*** CASE CLOSE 04/21/2017 07:03 AM clarify
*** Performed by contact: Warren Duke, 3019483333
thank you for your help

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,897

Prod Date: 04/16/2013 **Warranty Start Date:** 06/27/2013

Dealer/Contact Data:

Dealer: PA077 Century III Kia

Phone: 4124661466 **FAX:** 4124668313

Contact: Mark Novak **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # noisy

Symptom: Overheating_Unusual Noise **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution:

Case History

*** NOTES 02/07/2017 06:43 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
*** This is a Request for Assistance ***

Problem Description :
no heat , boils over, this vehicle was here about 2000 miles ago tech 126 says he topped off the coolant, that 1000, miles ago tech 246 say air was trapped in the system for the same trouble,

Diagnostics Performed :
I received this jem, and found the low hose would not get hot to the touch while the cooling fans where running. at this time I used my combustion leak detector, and didn't find any trace of hydrocarbons. today the thermostat arrived and I installed it, as I started the vehicle I noticed that, there was a discharge, of gas as I started the vehicle cold. I quickly installed my leak dector and found a small trace of gases, in the system, the color of the fluid just turned slightly yellow,(from Blue), at this point there still is little to no heat, and the lower hose still takes a long time to get hot, and the is a rapid build of pressure, I would call head gaskets , but this engine makes a loud timing chain type noise when it starts all the time and is a quart low on oil at this point, with no leaks. I would like to know what direction to pursue, I think if we do head work at this point there still may be an engine issue , later from the sounds of the engine , I will take some movies and send them.

*** PHONE LOG 02/07/2017 06:51 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Any signs that the vehicle has ever been in a collision or have any coolant leaks? Does it appear that the vehicle has been properly maintained? Any signs of metal in the oil?

*** NOTES 02/07/2017 07:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:No accident's, no leaks, , I see three oil changes on my history report I have, I just think this no heat issue has escalated over the pass until present.
Additional Comments: No metal in the oil, no pcm engine codes

*** PHONE LOG 02/07/2017 07:43 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Remove the valve cover, take a picture of the valve train and attach it to the case for review.

*** NOTES 02/07/2017 07:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:ok got the movie to go through, watch at the end
Additional Comments:we goose the throttle and pressure kicks the leak detector out

*** PHONE LOG 02/07/2017 07:54 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Thanks, but i'm trying tio determine if we can remove the cylinder heads and replace the timing components or if this will need a long block. Perform a cylinder leak down test and report what cylinders causes air bubbles in the filler neck.

*** NOTES 02/07/2017 08:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:Valve train bank 2

*** NOTES 02/07/2017 08:41 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:Will do leak down next

*** RESEARCH LOG 02/07/2017 08:42 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** NOTES 02/07/2017 10:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:ok , I ran the leak down test and all cylinder's are at about 20% leakage, which still leaves them in the green on the gauge, the compression is 135-140 on all cylinder's.
I also went and applied pressure to the system and cranked over the motor, when 16 psi is applied, when you start cranking it drops to about 13 than stabilizes, That's a new one to me , on coolant coming from cylinders.
Additional Comments: the air you here on the leak down sounds like it is coming from the crank case, and lower intake on most cylinder's. the pictures I took indicate that the cylinder walls are scoring and the top of the valves are rally gunked up. I think there my be some warp age or a crack somewhere that is not showing up at this point. but with the noise and cylinders walls , what is the call?

*** PHONE LOG 02/07/2017 10:30 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Based on the information provided I'm recommending a long block.
Advice 2: • You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Thanks
• Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

** Admin Note ***
ervice alert escalated to CA as : K3384383 on 02/07/2017

*** PHONE LOG 02/22/2017 07:51 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle? If the vehicle is no longer present or has been repaired then please update the case and close it. Thanks.

*** NOTES 02/23/2017 03:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Mark Novak, 4124661466
Result of Advice 1:I just Finished the repair yesterday, took until Monday to receive the short block.
Additional Comments:what I found, Beside the massive carbon type of build up around the vales, which is most likely breaking off and helping scorn the cylinder walls, which were bad, a timing chain tensioners was broken it would not hold current position,(no Lock).
 the head bank most forward of the vehicle had loose head bolts!!, and the first Cylinder there , was leaking compression, you could tell from the gasket, I wish I had time to send some picks. I have seen this same carbon type of build up on everything, BMW mini copper recommends high octane fuel, because of such a condition.

*** CASE CLOSE 02/23/2017 03:32 AM clarify
*** Performed by contact: Mark Novak, 4124661466
short block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 23,910

Prod Date: 04/22/2013 **Warranty Start Date:** 02/13/2014

Dealer/Contact Data:

Dealer: PA053 #1 Cochran Kia of Robinson Twp

Phone: 4127884444 **FAX:** 4127881655

Contact: Jeff Austin **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating_Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution:

Case History

*** NOTES 02/07/2017 07:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Austin, 4127884444
*** This is a Request for Assistance ***

Problem Description :
coolant leak from the water housing outlet for the heater hoses. no coolant in the car.

Diagnostics Performed :
filled and checked for leaks, found leak at the water housing, no coolant in the car. started and have compression in the cooling system. heads are warped and leaking past the head gasket. drained oil and appeared to be ok, no metal and was normal color. no knocking heard while the car was running. suggesting heads and water housing.

*** PHONE LOG 02/07/2017 08:06 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Jeff
Please remove the cylinder heads for inspection, you will need to check the heads and block for warpage, cracks, cylinder wall damage,
Advice 2: The thermostat ,temp sending unit, will also need to be replaced

*** NOTES 02/15/2017 12:43 PM clarify Action Type: Dealer contact
*** Performed by contact: Jeff Austin, 4127884444
Result of Advice 1:started car and heard knocking. drained oil out and was filled with coolant. inspected heads, both are out of spec, #6 and #5 rods are knocking at this time. metal flakes in oil.
Result of Advice 2:ordered temp sending unit

*** PHONE LOG 02/15/2017 01:32 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Based on the information that you have provided the engine will need to be replaced.

Please check to see if this engine is not a used or junk yard motor, and you have verified there are no signs of neglect, the engine has not sustained any external impact
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .

*** CASE CLOSE 02/17/2017 05:55 AM clarify
*** Performed by contact: Jeff Austin, 4127884444
short block, heads

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 49,859

Prod Date: 09/05/2013 **Warranty Start Date:** 05/24/2014

Dealer/Contact Data:

Dealer: CA098 Paso Robles Kia

Phone: 8052398700 **FAX:** 8052271185

Contact: Ian Anderson **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** NOTES 02/21/2017 02:33 PM clarify Action Type: Dealer contact
*** Performed by contact: Ian Anderson, *09072010162512
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
external coolant leaking from left head at gasket, torn down found coolant leaking internally and externally#6 cylinder, threads pulled out of block #8 head bolt. Looks like I will need a short block.

Diagnostics Performed :
removed cylinder head for inspection

*** PHONE LOG 02/21/2017 02:39 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Ian
Based on the information that you have provided the engine will need to be replaced

Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form dated 11/1/16 as outlined in Pit stop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager.

,YOU MUST USE THE LATEST FORM !
To obtain the latest core form please do the following
Go to www.Kdealer.com , sign in with USER ID and password for access and log in. Click on FIXED OPERATIONS , then click on WARRANTY, then Warranty Forms .
Please add a case note so I will be made aware that the form is there, Thank you

*** NOTES 02/22/2017 08:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Jason Townsend, *08302010100015
Result of Advice 1:wrty143 attached

*** PHONE LOG 02/22/2017 08:57 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1:
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· The turbo charger and oil feed line should be replaced also if there is metal in the engine (if applicable),

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 02/22/2017 08:57 AM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,611

Prod Date: 03/16/2013 **Warranty Start Date:** 04/20/2013

Dealer/Contact Data:

Dealer: NV008 Jim Marsh Kia

Phone: 7029461000 **FAX:** 7029466930

Contact: Aaron Selby **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # coolant in cylinder

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 02/24/2017 09:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Selby, *10042010132014
*** This is a Request for Assistance ***

Problem Description :
P0302 WITH A DEAD MISFIRE. PLUG IS FOULED WITH COOLANT LEAKING INTO #2 CYCLINDER. OIL IS MILKY AND RADIATOR WAS 3/4 OF A GALLON LOW. I FOUND THERMOSTAT IS STUCK CLOSED CAUSING VEHILCE TO OVERHEAT.

Diagnostics Performed :
SHOULD MT NEXT STEP BE TO TEAR DOWN BANK 2 CYLINDER ONLY OR SHOULD I REMOVE BOTH HEADS?

*** PHONE LOG 02/24/2017 09:45 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Aaron
The cylinder heads will need to be removed for inspection, But We need to check to see if the threads are pulled out of the block first, remove the valve cover and cam on the bank that is leaking, then try to re torque all of the head bolt to check the threads in the block, Then if these are okay, Then remove the heads for inspection, Please report your findings

*** NOTES 02/28/2017 11:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Selby, *10042010132014
Result of Advice 1:BLOCK IS STRIPPED OUT. HEAD BOLTS WHERE LOOSE ALREADY WHEN I WENT TO BREAK THEM LOOSE. I TRIED TO TORQUE THEM TO SPEC AND THEY JUST SPIN FREELY.
Additional Comments:SHOULD I OPEN AN AUTHORIZATION CASE FOR ENGINE REPLACEMENT?

*** PHONE LOG 02/28/2017 11:34 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for that information
Based on the information that you have provided the engine will need to be replaced.

Please check to see if this engine is not a used or junk yard motor, and you have verified there are no signs of neglect, the engine has not sustained any external impact
If the warranty is still valid, please open a PWA case
You are now required to open a separate PWA case to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY 143 Core Data Form dated 11/1/16 to the case with both the service manager and technician signatures on it. Thanks
,YOU MUST USE THE LATEST FORM !
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*** CASE CLOSE 02/28/2017 04:56 PM clarify
*** Performed by contact: Aaron Selby, *10042010132014
ORDERED LONG BLOCK ASSEMBLY

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 63,611

Prod Date: 03/16/2013 **Warranty Start Date:** 04/20/2013

Dealer/Contact Data:

Dealer: NV008 Jim Marsh Kia

Phone: 7029461000 **FAX:** 7029466930

Contact: Aaron Selby **Contact Title:** Exclusive Kia Technician **Service District:** WE11

Case Details:

Case Title: Engine - Overheats # coolant in cylinder - Case for warranty

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced engine.

Case History

*** NOTES 02/28/2017 01:48 PM clarify Action Type: Dealer contact
*** Performed by contact: Aaron Selby, *10042010132014
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
VEHICLE OVERHEATED DUE TO STUCK CLOSED THERMOSTAT. #2 CYLINDER FULL OF COOLANT. HEAD BOLTS THREADS IN BLOCK ARE STRIPPED OUT.

Diagnostics Performed :
REFER TO CASE NUMBER T3396890

*** PHONE LOG 02/28/2017 01:57 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: Before I can give approval I need you to please complete, sign and attach the 11-1-2016 REVISED warranty 143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Attach all VALID maintenance receipts or a picture of the top of the engine with the valve cover removed. Please add a note to the case once the form has been attached.

*** NOTES 02/28/2017 03:19 PM clarify Action Type: Dealer contact
*** Performed by contact: Barbra Ward, 7029461000
Result of Advice 1:attached core data
Additional Comments:attached core data

*** PHONE LOG 02/28/2017 03:40 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call

Advice 1: You're completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 02/28/2017 03:40 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced engine.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,056

Prod Date: 03/31/2014 **Warranty Start Date:** 08/26/2014

Dealer/Contact Data:

Dealer: NJ065 Toms River Kia

Phone: 7322810000 **FAX:** 7322811500

Contact: Robert Adrion **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: HVAC - Heater inop #

Symptom: Heater Controls Inop **DTC:**

System: Engine Mechanical

Component: Thermostat

Resolution:

Case History

*** NOTES 03/06/2017 07:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
*** This is a Request for Assistance ***

Problem Description :
Customer states HVAC system blows cold, intermittently blows warm but mostly cold.

Diagnostics Performed :
Check coolant level, reservoir full. Remove radiator cap fluid up to top. Road test vehicle to check condition. After vehicle reached operating temperature found that vehicle had heat when driving but not at idle. Rechecked coolant level and found reservoir level now over full mark. Remove radiator cap and found a large amount of pressurized air escaping from system. Also found coolant had escaped from reservoir overflow spout during road test, but vehicle did not over heat. No DTC's found. Cooling fans and thermostat cycling normally. Performed cooling system pressure test, system appears to be holding pressure at this time.

*** PHONE LOG 03/06/2017 07:55 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Robert, what is the engine coolant temp when the concern happens?
Advice 2: Please perform a block check and note if there are any signs of combustion gasses in the cooling system. Let me know what you find. Thanks.

*** NOTES 03/08/2017 06:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:seems to happen at around 195 F engine temp stays steady at 195 to 198
Result of Advice 2:performed block test no combustion gasses found
Additional Comments:can smell anti freeze but cant see any leaks

*** NOTES 03/08/2017 06:32 AM clarify Action Type: Dealer contact

*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:ran engine with out belt and didnt see air bubbles but starting getting hot fast could water pump be sucking in air
Result of Advice 2:0
Additional Comments:0

*** PHONE LOG 03/08/2017 07:22 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Robert, your testing indicates there is a restriction in the coolant flow. Based on the information you provided, my recommendation is to get authorization to remove the thermostat and to test it in hot water as per the shop manual. Note if it is opening fully, partially, or not at all. Thanks.

*** NOTES 03/09/2017 07:24 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:t stat stuck closed replaced t stat have heat and no bubbles
Additional Comments:car never ran hot so never thought t stat was problem thanks for your help

*** CASE CLOSE 03/09/2017 07:26 AM clarify
*** Performed by contact: Robert Adrion, *0827141901_171161
new t stat

*** PHONE LOG 03/30/2017 07:32 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Tech states in a duplicate case:
Problem Description :
NO HEAT AND LOW ON COOLANT PRESSURE IN COOLANT SYSTEM HAD PREVIOUS TECH LINE CASE T3403115

Diagnostics Performed :
GOT ENGINE HOT BY DRIVING FOR A WHILE PERFORMED TEST WITH BLOCK CHECKER DETECTED COMBUSTION GASSES IN RADIATOR
Advice 2: Please perform a cylinder leak down test to see if you can determine where the leak might be.

*** NOTES 03/31/2017 11:56 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:Cylinder leakage test
1- 3%
2- 3% . bubbles coming from radiator
3- 3%
4- 3%
5- 2%
6- 2%
Result of Advice 2:Cylinder leakage test
1- 3%
2- 3% . bubbles coming from radiator
3- 3%
4- 3%
5- 2%
6- 2%

*** PHONE LOG 03/31/2017 11:59 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Get DPSM approval to remove bank 2 cylinder head and check the head and block surface flatness with a precision straight edge.

*** NOTES 04/05/2017 10:38 AM clarify Action Type: Dealer contact

*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:removed bank 2 cylinder head. when removing cylinder head bolts found bottom left bolt by cylinder 2 to be loose removed bolts and found threads from engine block on cylinder head bolt.

*** PHONE LOG 04/05/2017 11:22 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please open a pwa CASE TOP GET APPROVAL TO REPLACE THE LONG BLOCK.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 36,587

Prod Date: 06/21/2013 **Warranty Start Date:** 08/19/2013

Dealer/Contact Data:

Dealer: PA017 Wyoming Valley Kia

Phone: 5702887411 **FAX:** 5702836501

Contact: Ronald Murphy **Contact Title:** Service Manager **Service District:** EA07

Case Details:

Case Title: HVAC - Heater inop # Case For Warranty Authorization

Symptom: Insufficient Heat **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** NOTES 03/06/2017 11:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Ronald Murphy, *11012010092514
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
ENGINE USING COOLANT TECH CASE # T3388768

Diagnostics Performed :
60% LEAKAGE #2 CYL AND 65%LEAKAGE #4 CYLINDER, COOLANT LEAKING INTO BOTH CYLINDERS. HEAD BOLTS FINGER TIGHT. WILL NOT TIGHTEN. TECH RECOMENDS ENGINE

*** PHONE LOG 03/06/2017 12:04 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Ronald, please add a photo of the valve train with the valve cover removed, attach it to the case and add a note so I know it is ready for review.

*** NOTES 03/06/2017 12:29 PM clarify Action Type: Dealer contact
*** Performed by contact: Ronald Murphy, *11012010092514
Result of Advice 1:CYLINDER HEAD PICTURE ATTACHED
Additional Comments:PICTURE ATTACHED

*** PHONE LOG 03/06/2017 01:41 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you

*** CASE CLOSE 03/06/2017 01:41 PM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 54,455

Prod Date: 02/08/2013 **Warranty Start Date:** 05/20/2013

Dealer/Contact Data:

Dealer: SC030 Jts Kia

Phone: 8035095555 **FAX:** 8035095558

Contact: Christopher Blair **Contact Title:** Exclusive Kia Technician **Service District:** SO07

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Appeal Case for Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

*** NOTES 03/06/2017 12:24 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
tech found loose head bolts in the process of replacing the head gaskets, and upon reinstalling the heads the head bolts thread in the block stripped. this is an appeal

Diagnostics Performed :
did compression test and leak down test and found that the head gasket was blown

*** NOTES 03/06/2017 12:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Appeal form and pwa attached
Additional Comments:Appeal form and pwa attached

*** PHONE LOG 03/06/2017 12:38 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Chris, please add the mileage to the core data sheet. Add a note to let me know when it is attached to the case again.

*** NOTES 03/07/2017 03:07 PM clarify Action Type: Dealer contact
*** Performed by contact: Christopher Blair, 8035095555
Result of Advice 1:Corrected pwa attached

*** PHONE LOG 03/08/2017 06:15 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Chris, the newest file you attached is corrupted and cannot be opened. This usually happens if you are having connection issues while adding an attachment to the case. Please try to attach it again and let me know when it is there. Thanks.

*** PHONE LOG 03/13/2017 09:49 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Chris, you have to add a note when you attach a file to the case. It doesn't notify us otherwise. Your new core data sheet has been there for days and I had no way of knowing.

*** PHONE LOG 03/13/2017 09:49 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component. Be sure to check the turbo and oil feed line as well, if equipped.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 03/13/2017 09:49 AM Pacific Daylight Time GPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,671

Prod Date: 02/18/2013 **Warranty Start Date:** 03/06/2013

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Algeny Capellan **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 03/10/2017 03:00 PM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
*** This is a Request for Assistance ***

Problem Description :
Diagnosed vehicle perform coolant pressure test found the left side cylinder head between block and head gasket leaking coolant

Diagnostics Performed :
Perform compression test cylinder (1)180 cylinder (2)178 cylinder (3)181 cylinder (4)177 cylinder (5)180 cylinder (6)178 add note attached photo from left side cylinder head and black

*** NOTES 03/10/2017 03:04 PM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Found the radiator with low coolant end reservation
Additional Comments:Found the radiator with low coolant end reservation

*** PHONE LOG 03/10/2017 03:08 PM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: You will need to get DPSM authorization for teardown and further inspection of deck surfaces.

*** NOTES 03/10/2017 03:31 PM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1:OK thanks let know what I find

*** PHONE LOG 03/10/2017 03:36 PM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Ok.

*** NOTES 03/22/2017 05:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1:Remove the cylinder head use straight edge and feeler gauge I measure the surface found the around cylinder 4 head is warpage and the block also found the cylinder around 4 head bolt loose

*** NOTES 03/22/2017 05:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1:Attached photo from cylinder head mark with a x where is warpage

*** PHONE LOG 03/22/2017 06:44 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Alegeny, were the head bolts loose because the threads are pulled? Also, you mentioned the block, but it's not clear whether you found excessive deck warpage or not. What are your exact deviations on the head and block deck surfaces?

*** NOTES 03/22/2017 08:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1:exact deviations on the head and block and surfaces .006 mm only exhaust side on cylinder 4

*** PHONE LOG 03/22/2017 08:56 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: .006mm is well within spec. Can you double check your notation and make sure you didn't enter that incorrectly?

*** NOTES 03/22/2017 12:08 PM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1: Recheck deviations on the head and block deck surfaces is less 0.05mm and 0.04mm the flatness of cylinder head gasket surface

*** PHONE LOG 03/22/2017 12:13 PM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Well based on those numbers, it seems that you're right at the high limit. See if your DPSM wants those items reused, or replaced. I have concerns about the head bolt block threads if you reuse it.

** Admin Note ***
ervice alert escalated to CA as : K3416611 on 03/22/2017

*** NOTES 03/27/2017 07:52 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Weating on part
Additional Comments:Weating on part

*** PHONE LOG 03/27/2017 08:04 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: Ok, thanks for the update.

*** CASE CLOSE 03/31/2017 04:37 AM clarify
*** Performed by contact: Algeny Capellan, 9146527654
Replace the engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 69,342

Prod Date: 03/23/2013 **Warranty Start Date:** 04/22/2013

Dealer/Contact Data:

Dealer: OR002 Beaverton Kia

Phone: 5035262131 **FAX:** 5034699417

Contact: Dan Mason **Contact Title:** Maintenance Technician **Service District:** WE09

Case Details:

Case Title: Engine Mechanical # Techline Case For Warranty Authorization

Symptom: Engine Knock **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine

Case History

*** NOTES 03/16/2017 08:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Dan Mason, 5035262131
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
car over heating, smoking out tail pipe, and has bottom end knocking noise

Diagnostics Performed :
found blown head gasket, and bottom end knocking very load and runs very rough

*** PHONE LOG 03/16/2017 08:11 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Dan
Please attach a sound recording to the case
Advice 2: Pictures of the valve train or legitimate and complete service records are required!

A picture of the engine serial number is also required!

If you have not done so already, Please remove the valve cover and take a few pictures of the COMPLETE valve train area and attach them to the case . Then add a case note so I will be made aware that they are there.

Please review, PS 410. Adding Data and Images to tech line web cases, Thank you

ONLY IF THERE IS ANY INDICATION that there is lack of maintenance (oil jell) in the engine then,

Please obtain the service records from the customer, Then attach them to the case and add a case note to the file so I will be made aware that they are there, Thank you

*** NOTES 03/16/2017 12:16 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Corder, 5035262131
Result of Advice 1:recording attached
Result of Advice 2:pics and pwa attached

*** PHONE LOG 03/16/2017 01:05 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you

Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim).

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 03/16/2017 01:05 PM Pacific Daylight Time FLusic-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,339

Prod Date: 05/13/2013 **Warranty Start Date:** 07/06/2013

Dealer/Contact Data:

Dealer: PA064 Baierl Kia

Phone: 7249353711 **FAX:** 7249402081

Contact: BRAD LEECH **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 03/20/2017 06:26 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
*** This is a Request for Assistance ***

Problem Description :
Cust states smell coolant and gauge goes to hot.

Diagnostics Performed :
Checked out. Visual signs of dried coolant down from head gasket.filled with coolant leaking out of front head gasket.coolant mixed in engine oil.

*** PHONE LOG 03/20/2017 06:34 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Get DPSM approval to remove the cylinder head to measure the head and block surfaces with a precision straight edge as outlined in the shop manual. Let me know you results.

*** NOTES 03/23/2017 06:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
Result of Advice 1:found three head bolts loose, no warp on head or block deck.

*** PHONE LOG 03/23/2017 06:02 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Did the threads for the head bolts pull out of the block?

*** NOTES 03/23/2017 06:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
Result of Advice 1:sorry four holes have thread damage

*** PHONE LOG 03/23/2017 07:01 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Looks like your going to have to replace the long block. You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Thanks

*** PHONE LOG 04/04/2017 06:47 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle? If the vehicle is no longer present or has been repaired then please update the case and close it. Thanks.

*** NOTES 04/06/2017 02:42 PM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
Result of Advice 1:block is on back order

*** RESEARCH LOG 04/07/2017 03:59 AM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,011

Prod Date: 11/01/2013 **Warranty Start Date:** 12/14/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: Raul Oropeza **Contact Title:** Exclusive Kia Technician **Service District:** WE02

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 03/22/2017 09:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Raul Oropeza, 8885144195
*** This is a Request for Assistance ***

Problem Description :
coolant smell coming out of engine area.

Diagnostics Performed :
i verified customers concern and found bank 1 cylinder head is leaking from head gasket. i was removing cylinder head to ship head to machine shop and replace head gasket. i was taking out the head bolts when i noticed 2 bolts were already loose. i tried to tighten them and they keep spinning. i have attached a picture showing which 2 bolts.

*** PHONE LOG 03/22/2017 09:56 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: There are no attachment at this time to the case, and pictures of the damaged threads in the block requested too, thanks .

*** NOTES 03/22/2017 10:07 AM clarify Action Type: Dealer contact
*** Performed by contact: David Cha, 2018719400
Result of Advice 1:I have sent the pictures

*** PHONE LOG 03/22/2017 11:49 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be

transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** Admin Note ***
Service alert escalated to CA as : K3416635 on 03/22/2017

*** CASE CLOSE 05/10/2017 02:06 PM clarify
*** Performed by contact: Raul Oropeza, 8885144195
2 bolts for cylinder head were stripped

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 56,011

Prod Date: 11/01/2013 **Warranty Start Date:** 12/14/2013

Dealer/Contact Data:

Dealer: CA266 Covina Valley Kia

Phone: 8885144195 **FAX:** 6267364294

Contact: David Cha **Contact Title:** Shop Foreman **Service District:** WE02

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Techline Case For Warranty

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 03/22/2017 12:51 PM clarify Action Type: Dealer contact
*** Performed by contact: David Cha, 2018719400
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
cylinder head bolts stripped on the engine block

Diagnostics Performed :
REMOVED VALVE COVER AND SHOWED THE STRIPPED CYLINDER HEAD BOLT

*** PHONE LOG 03/22/2017 12:59 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: If proper maintenance and warranty are validated, please attach a copy of the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the case. The form must be filled out (all available sections) and signed and dated by the service manager and technician. Add a note to the case when documents are attached. We are not notified of attachments.

*** NOTES 03/22/2017 01:03 PM clarify Action Type: Dealer contact
*** Performed by contact: David Cha, 2018719400
Result of Advice 1:SEE ATTACHMENT

*** PHONE LOG 03/22/2017 01:08 PM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures.
Please note:
· Replace the engine with a long block, if available; otherwise, please order a short block assembly.

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required.
· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission).
· Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.
· If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.
· Make sure all ladder frame bolts are installed in the replacement short engine, if applicable.
· All collateral damage is covered by the drivetrain warranty and needs to be thoroughly documented on the repair order and in the warranty claim stating the reason for the replacement. Supporting documentation will be required at the time of warranty claim submission.
Warranty cases are closed for approval and you will no longer be able to access this case. Please call in if further assistance is needed.

*** CASE CLOSE 03/22/2017 01:08 PM Pacific Daylight Time TThomas-TL

Resolution Code: Damaged Component
CLOSING COMMENTS

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 73,339

Prod Date: 05/13/2013 **Warranty Start Date:** 07/06/2013

Dealer/Contact Data:

Dealer: PA064 Baierl Kia

Phone: 7249353711 **FAX:** 7249402081

Contact: BRAD LEECH **Contact Title:** Exclusive Kia Technician **Service District:** EA10

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: PWA Approval long block

Case History

*** NOTES 03/23/2017 09:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Coolant leak and overheats

Diagnostics Performed :
Coolant leak left head gasket. Four head bolts pulled threads out of block
Tl#t3413396

*** PHONE LOG 03/23/2017 09:19 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: I need you to fill out the latest WRTY 143 Engine Core Data form dated 11/1/2016 and it needs to be physically signed by the technician and the service manager, then attach it to the case and let me know when it is attached to the case before I can approve the case. Thank you.

*** NOTES 03/23/2017 11:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542
Result of Advice 1:is something wronge with the one put in attachments when i created case

*** NOTES 03/23/2017 12:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Brad Leech, 4123694542

Result of Advice 1:is the core sheet in attachments ok?

*** PHONE LOG 03/23/2017 12:53 PM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 03/23/2017 12:55 PM Pacific Daylight Time JLancaster-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
PWA Approval long block
*** 09/12/2017 09:02:16 ***
Reopened with Sub Status of Working

*** 09/12/2017 09:03:24 ***
PWA has been authorized by Chris Schang

*** 09/12/2017 09:03:25 ***
Case closed by Chris Schang with Resolution Code : Faulty Component
[Resolution Summary]
PWA Approval long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 58,616

Prod Date: 03/23/2013 **Warranty Start Date:** 05/30/2013

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441 **FAX:** 4323325208

Contact: jonathan yang **Contact Title:** Apprentice Technician **Service District:** SW09

Case Details:

Case Title: Engine - Overheats # Case for warranty authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Replaced engine.

Case History

*** NOTES 03/23/2017 01:07 PM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Yang, 4323320441
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
overheating head bolt threads pulled out when torqued to specs

Diagnostics Performed :
refer to case# T3410439

*** NOTES 03/23/2017 01:10 PM clarify Action Type: Dealer contact
*** Performed by contact: Jonathan Yang, 4323320441
PWA form has been attached refer to case # T3410439
Additional Comments:PWA form has been attached refer to case # T3410439

*** PHONE LOG 03/23/2017 01:22 PM Pacific Daylight Time DFinkelstein-TL Action Type:Outgoing call
Advice 1: You're completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any

cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 03/23/2017 01:22 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced engine.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74282

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,671

Prod Date: 02/18/2013 **Warranty Start Date:** 03/06/2013

Dealer/Contact Data:

Dealer: NY109 Yonkers Kia

Phone: 9143373800 **FAX:** 9146527660

Contact: Algeny Capellan **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Overheating_Damage **DTC:**

System: Engine Mechanical

Component:

Resolution: Authorized

Case History

*** NOTES 03/24/2017 05:34 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Diagnosed vehicle no code found test drove drove vehicle was able to duplicate customer concern was overheating

Diagnostics Performed :
Remove the cylinder head use straight edge and feeler gauge I measure the surface found 0.05mm and 0.04mm the around cylinder 4 head is warpage and the block also found the cylinder around 4 head bolt loose

*** NOTES 03/24/2017 05:35 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Attached photo pwa form thanks
Additional Comments:Attached photo pwa form thanks

*** PHONE LOG 03/24/2017 05:49 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Algeny,
Did you review this case with your dpsm as advised by the Tech line agent in the Tech line case ?.

*** NOTES 03/24/2017 05:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1: yes I did Bas information that I found he told me to open up pwa to replace the engine

*** NOTES 03/24/2017 06:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Algeny Capellan, 9146527654
Result of Advice 1:Yes I have reviewed the case with DPSM based on the information I providedod hi told me to open pwa for warranty authorization
Additional Comments:Thanks

*** PHONE LOG 03/24/2017 06:06 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 03/24/2017 06:07 AM Pacific Daylight Time JGossling-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Authorized

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 46,382

Prod Date: 08/19/2013 **Warranty Start Date:** 03/28/2014

Dealer/Contact Data:

Dealer: NJ060 Motion Kia

Phone: 9088508200 **FAX:** 9088504596

Contact: Carl Criscuoli **Contact Title:** Shop Foreman **Service District:** EA12

Case Details:

Case Title: Engine Mechanical # Head bolt threads pulled from block

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 03/27/2017 11:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Carl Criscuoli, 9088508200
*** This is a Request for Assistance ***

Problem Description :
while performing a cylinder head gasket on this motor the threads pulled out of the block while performing the torque sequence. my dpsm has instructed me to get approval from tech line for an engine replacement please see the attached photo of the head bolt

Diagnostics Performed :
gds scan

*** PHONE LOG 03/27/2017 12:12 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Carl, was the head already checked at a machine shop or at your shop for warpage? Is it warped or damaged? Has it been resurfaced?

*** NOTES 03/27/2017 12:16 PM clarify Action Type: Dealer contact
*** Performed by contact: Carl Criscuoli, 9088508200
Result of Advice 1:I checked the head for warpage as per kgis and it was with in spec. and no it has not been resurfaced

*** PHONE LOG 03/27/2017 01:17 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the

WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** Admin Note ***
Service alert escalated to CA as : K3420641 on 03/27/2017

*** CASE CLOSE 04/17/2017 09:45 AM clarify
*** Performed by contact: Carl Criscuoli, 9088508200
replaced short block assy

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 45,299

Prod Date: 04/13/2013 **Warranty Start Date:** 06/04/2013

Dealer/Contact Data:

Dealer: NC058 Lee Kia of Greenville

Phone: 2523783600 **FAX:** 2523783648

Contact: Daniel Vincek **Contact Title:** Exclusive Kia Technician **Service District:** SO15

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

**** NOTES 03/29/2017 06:56:03 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
*** This is a Request for Assistance ***

Problem Description :
customer states engine overheated and could see coolant dripping on the ground

Diagnostics Performed :
inspected, check engine light on with p0306 stored. Cooling system approx 1 gallon low. Removed cylinder 6 spark plug, pressurized system, coolant leaking into cylinder 6. Trying to see if there are any other leaks at the moment that caused the headgasket to blow. The top of the transmission is covered in coolant, aswell as the engine. I did use borescope to check under the intake for coolant,did not see any coming from the pipe under the intake.

**** PHONE LOG 03/29/2017 07:09:36 AM JBrookes
Advice 1: Daniel, asthe head gasket has blownm it would be wise to remove the cylinder head and check for flatness with a good accurate straight edge, and check the deck of the block too thanks .

**** NOTES 03/29/2017 07:16:36 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:will get to work and update when i have it removed

**** NOTES 03/29/2017 10:01:29 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Got the head removed. None of the head bolts were tight. I was able to loosen all with very little effort.
Additional Comments:I will attach a few pictures of the valve covers. Water was mixed with the oil badly

**** NOTES 03/29/2017 10:20:58 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Inspecting the cylinder block for flatness, it is within specs. A .002 feeler gauge will not fit through.
Additional Comments:Cylinder head inspection. I am able to put a .004 inch feeler gauge all the way around cylinder 6, and

can fit the .002 which is spec, at cylinder 4 aswell.

**** PHONE LOG 03/29/2017 10:29:54 AM JBrookes
Advice 1: Thanks, what we find is that when engine has been overheated as you reported this engine did overheat generally the head needs replacing, have the head checked for cracks that perhaps are not seen .

**** NOTES 03/29/2017 10:48:21 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Next question would be, the exhaust manifold for that bank, is full of coolant. Would this need to go ahead and replace?

**** PHONE LOG 03/29/2017 10:50:41 AM JBrookes
Advice 1: Cannot the coolant be drained out or otherwise removed from the exhaust manofold ?

**** NOTES 03/29/2017 11:00:47 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:it can, but have seen that much coolant in a cat before, cause the cat to fail soon down the road.

**** PHONE LOG 03/29/2017 11:10:54 AM JBrookes
Advice 1: That being the case the Catalytic converto should be replaced .

**** NOTES 03/30/2017 04:46:51 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:service manage was doing some calculations, and with the price of replacing the head with labor would be just under putting a enging long block in the vehicle.
Additional Comments:So his question is why not just put a long block in the vehicle, and eliminate the risk of further engine troubles down the road from where it overheated?

**** PHONE LOG 03/30/2017 07:24:34 AM JBrookes
Advice 1: What is the condition of the cylinder bores ? please take pictures showing clearly the condition thanks.

**** NOTES 03/30/2017 07:56:58 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:the cylinder bores look pretty good, no scaring. will post some pictures here in a few minuets

**** NOTES 03/30/2017 09:51:37 AM clarify Action Type:Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Picture added

**** PHONE LOG 03/30/2017 09:52:53 AM JBrookes
Advice 1: Only the picture of the valv covers was able to be seen the other one will not open due to errors in transmitting .

*** NOTES 04/03/2017 12:51 PM clarify Action Type: Dealer contact
*** Performed by contact: Daniel Vincek, 2523783600
Result of Advice 1:Attached another

*** PHONE LOG 04/03/2017 01:57 PM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Daniel the two pictures of cylinder borse did not look bad in the pictures. This is DSA dealer and to replace the engine, if that is what is needed, a techline PWA is not required, refer to warranty bulletin 2016-22, thanks Daniel.

*** CASE CLOSE 04/13/2017 08:06 AM clarify
*** Performed by contact: Daniel Vincek, 2523783600
Replaced engine long block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 42,192

Prod Date: 11/06/2013 **Warranty Start Date:** 12/30/2013

Dealer/Contact Data:

Dealer: FL072 Family Kia of St. Augustine

Phone: 9048080542 **FAX:** 9047979541

Contact: MIKE HAMMER **Contact Title:** Exclusive Kia Technician **Service District:** SO04

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Cylinder Block

Resolution: waiting for parts

Case History

*** NOTES 04/03/2017 04:56 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
*** This is a Request for Assistance ***

Problem Description :
VEHICLE ENGINE OVERHEATING WHEN DRIVING FOR ATLEAST 20 MNUTES OF DRIVING, THEN COMING TO STOP.

Diagnostics Performed :
CHECKED COOLANT LEVEL, REPLACED THERMOSTAT, NO LEAKS.

*** PHONE LOG 04/03/2017 05:10 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mike, please check for a headgasket leak and cooling fan operation. Thank you

*** NOTES 04/03/2017 10:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
Result of Advice 1:No headgasket leak, fan is working properly, coolant is full.

*** PHONE LOG 04/03/2017 11:05 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mike, just to be clear, is the engine still overheating? If yes, Check if the cooling fan is blowing in the correct direction and no restricted airflow across the radiator. Make sure gauge is accurate and engine is actually overheating.

*** NOTES 04/03/2017 12:27 PM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
Result of Advice 1:Yes the engine is overheating after driving for a while. Checked temperature with current data, its at 135/140 and going up. Checked airflow of fan and air is going in the correct direction with no blockage of air flow.

*** PHONE LOG 04/03/2017 12:55 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mike, it appears there was a radiator and possible headgasket repairs done under warranty, can you verify what work has been performed at your dealer.
When the engine is overheating, check with a temp gun to see if the temp sensor is accurate.

Did you perform a cylinder leakdown test watching for bubbles or a rise in level at the filler neck? Have you performed a block test?

** Admin Note ***
ervice alert escalated to CA as : K3426127 on 04/03/2017

*** NOTES 04/05/2017 04:06 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
Yes repairs were performed here. Started car cold with radiator cap off, let run could see small bubbles coming from filler neck as car warmed up. After car warmed up, turned off , top hose hot, bottom hose is cold. Did not boil over. Re started car with cap off and coolant blew out of filler neck very high.
Additional Comments:Yes repairs were performed here. Started car cold with radiator cap off, let run could see small bubbles coming from filler neck as car warmed up. After car warmed up, turned off , top hose hot, bottom hose is cold. Did not boil over. Re started car with cap off and coolant blew out of filler neck very high.

*** PHONE LOG 04/05/2017 04:55 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mike, what repairs were perform on this vehicle? Was the cylinder head gaskets replaced, were the heads resurfaced and checked for cracks?

*** NOTES 04/05/2017 11:21 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
Result of Advice 1:BACK WHEN JACNUARY 2015, VEHICLE CAME IN WITH 14000 MILES, REPLACED BOTH HEAD GASKETS AND SENT BOTH CYLINDER HEADS TO REPUTABLE MACHINE SHOP TO HAVE CHECKED. HAD THEM RESURFACED AND MACHINED TO OEM SPECS TO PASS ALL VACUUM TESTS.

*** PHONE LOG 04/05/2017 12:00 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Mike, Kia does not recommend resurfacing heads, the head will require replacement. Remove the heads and measure the block for flatness. I found the previous techline case and it was noted the rear head center head bolts were loose. Please check for any loose bolts and thread damage. Thank you

*** NOTES 04/10/2017 06:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Hammer, 3524789162
Result of Advice 1:All disassembled, check block for straight, rear of block warped
Additional Comments:Advise please. Thanks.

*** PHONE LOG 04/10/2017 06:19 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Based on the information you have provided, please replace the engine following normal service procedures. Since you are a DSA dealer a PWA case is not necessary.

Please note:

- Replace the engine with a long block if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any

cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· The Turbo and oil feed line should be replaced if sludge or metal debris are found.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

Case Number: XXXXXXXX Reopen Requested by MIKE HAMMER.
Reason: [Vehicle still down, still waiting for parts]
*** 06/13/2017 08:24:41 ***
Reopened with Sub Status of Working

*** Web - Advice created on 06/13/2017 08:24:49 and created by Steven Okimura ***
1: Mike, do you require assistance? What reason did you request to reopen the case.

*** 06/13/2017 08:44:40 ***
Case Closed with Resolution Code: Duplicate Web Case

*** 07/24/2017 08:50:54 ***
Reopened with Sub Status of Working

*** 07/24/2017 08:51:03 ***
Case closed by MIKE HAMMER with Resolution Code : Duplicate Web Case
[Resolution Summary]
waiting for parts

*** 07/24/2017 10:03:38 ***
Reopened with Sub Status of Working

*** 07/25/2017 05:56:49 ***
Case closed by MIKE HAMMER with Resolution Code : Cant Duplicate
[Resolution Summary]
waiting for parts

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 70,406

Prod Date: 05/09/2013 **Warranty Start Date:** 06/17/2013

Dealer/Contact Data:

Dealer: AZ029 Lawley Kia

Phone: 5204588140 **FAX:** 5204591606

Contact: Scott Smith **Contact Title:** Exclusive Kia Technician **Service District:** WE07

Case Details:

Case Title: MIL - PCM # P0420

Symptom: Warning Light On **DTC:** P0420

System: Emission Control

Component: Catalytic Converter

Resolution:

Case History

*** NOTES 04/03/2017 10:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
*** This is a Request for Assistance ***

Problem Description :
check engine light on for p0420

Diagnostics Performed :
vehicle came in with check engine light for p0420. performed tsb eng160. vehicle was returned to customer and 450 mile returned with same dtc and same signs as in the tsb to replace the manifold.

*** PHONE LOG 04/03/2017 11:01 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Please verify that the fuel is not contaminated or have a high alcohol content.
Advice 2: In engine current data, are there any misfires or klnock adaptations present?

*** NOTES 04/03/2017 12:22 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:removed old gas and placed new gas in the fuel tank
Result of Advice 2:looked at current data and found no misfires and no knock adaption. was off

*** PHONE LOG 04/03/2017 12:24 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Sounds like either the bad gas or failed engine damaged the pre cat. I recommend that you replace it.

*** NOTES 04/03/2017 12:32 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:bank 1 exhaust manifold was replaced already. in accordance to tsb eng160.

*** PHONE LOG 04/03/2017 12:35 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Was it replaced, before or after the engine failed? How long was the bad gas in the vehicle?

*** NOTES 04/03/2017 01:03 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:manifold was replaced after short block was done. and the gas that was in it was there for 2 weeks

*** NOTES 04/03/2017 01:07 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:short block was done 10/16

*** PHONE LOG 04/03/2017 02:39 PM Pacific Daylight Time CSchang-TL Action Type:Incoming call
Advice 1: Tech called in.
Tech states that fuel that had previously sat and may have been high alcohol content fuel was run through the new Catalytic converter. Tech also states the adaptive values were not reset. Tech is advised at this time to take a fuel sample and perform a high alcohol content test and reset the adaptives and continue to monitor the O2 sensor values.

** Admin Note ***
ervice alert escalated to CA as : K3426163 on 04/03/2017

*** PHONE LOG 04/04/2017 04:00 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Looking back over the case I realize that ENG 160 is for the 2.4L. Did you perform a PCM upgrade that didn't apply to this vehicle? What is the ROm ID?

*** NOTES 04/04/2017 06:45 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:no the ecu upgrade that was performed was a logic performance one that was found in the system. by the kds. it was for mil light on with no dtc.

*** PHONE LOG 04/04/2017 06:48 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the PCM part number and ROM ID?

*** NOTES 04/04/2017 07:51 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:Added a photo of the pcm

*** PHONE LOG 04/04/2017 07:57 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: ROM ID?

*** NOTES 04/04/2017 08:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:Added screens hot

*** PHONE LOG 04/04/2017 09:05 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Thank you. Please capture the concern on a 10 minute all data flight recording and atatch it to the case for review.

*** PHONE LOG 04/04/2017 10:11 AM Pacific Daylight Time JLancaster-TL Action Type:Web Contact
Advice 1: Tech called and I assisted him with the instruction on how to attach the KDS file recording to the tech line case as

outlined in the KDS /GDS Attaching files to techline case found on KGIS under the quick links tab.

*** NOTES 04/04/2017 10:16 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:Added flight record

*** NOTES 04/04/2017 10:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:where u able to see the flight recording

*** PHONE LOG 04/04/2017 11:10 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: You only recorded O2 sensor data, I asked for all data.

*** NOTES 04/04/2017 11:22 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:ok

*** PHONE LOG 04/04/2017 11:29 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Let me know when the recording is attached and ready for review.

*** NOTES 04/04/2017 11:59 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:Added new flight recording

*** PHONE LOG 04/04/2017 12:02 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Doesn't look like you drove it or duplicated the concern, Idles the entitre time.

*** NOTES 04/04/2017 12:31 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:the vehicle was idle at temp. the front bank sensor will go radical on its own when in flight record mode unable to see current data for me to see what o2 sensor doing. the one o2 sensor shows how was going

*** NOTES 04/04/2017 12:32 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:added it

*** PHONE LOG 04/04/2017 12:37 PM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: I'm trying to determine why the pre cat has failed again, they typically don't fail for no reason. PLEASE TEST DRIVE THE VEHICLE AND CAPTURE 10 MINUTES OF ALL DATA AND ATTACH IT TO THE CASE FOR REVIEW.

*** NOTES 04/04/2017 01:44 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:Added test drive data to tech case

*** PHONE LOG 04/04/2017 02:51 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Advice 1: Tech called in. The vehicle has recoded a P0420 code . Tech stated he replaced the Bank 2 precat (radiator side) last visit Advised tech bank one is the firewall side not radiator. Advised him to replace the bank one firewall precat. Then test

drive vehicle and see if the P0420 returns.

*** PHONE LOG 04/05/2017 04:15 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: I see some differences between actual vs desired cam timing of more than 3 degrees as well as knock adaptations taking place. Is there any metal in the oil?

*** NOTES 04/12/2017 12:29 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:none that i can see without dropping pan oil was brown with very little shine with flash light

*** PHONE LOG 04/12/2017 12:35 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Can you drain the oil through a paint strainer or coffee filter?

*** NOTES 04/12/2017 12:41 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:don't have anything to do that and oil was dumped out

*** PHONE LOG 04/12/2017 12:45 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: I checked your KU credentials and it appears that you have not been with Kia for very long. Do you have a shop foreman that can assist you?
Advice 2: We can't just install ANOTHER pre cat with out determining root cause.

*** NOTES 04/12/2017 12:52 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:i'm the only kia certified tech at this shop. this is a ford/kia dealership. all other techs are ford and have may be one or 2 classes of kia

Result of Advice 2:ok

*** PHONE LOG 04/12/2017 12:54 PM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: I'm escalating the case due to the number of days down, the number of repair attempts and not making any progress towards a repair. An FTS should contact you with in 24 hours

*** NOTES 04/12/2017 12:56 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:customer takes vehicle home due to living hr from dealership

*** RESEARCH LOG 04/12/2017 12:59 PM Pacific Daylight Time dbrisky Action Type:Administrative task
Thanks for the update

*** NOTES 04/12/2017 01:09 PM clarify Action Type: Dealer contact
*** Performed by contact: Scott Smith, 5053215407
Result of Advice 1:this cat that is was being replaced was on the motor that failed and blew the head gasket and coolant out the sides. a short block was put in afterwards. with old cat in place

*** PHONE LOG 04/12/2017 01:39 PM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Tech called in.
After reviewing the case and the flight recordings, the O2 sensor shows a bad catalytic converter. Tech is advised to replace the bank 1 catalytic converter and reset the adaptives. Tech will report his findings.

*** PHONE LOG 04/13/2017 04:07 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: There was never doubt about the cat being bad. The issue is, it was just replaced less than 1K ago, so we are trying to find route cause before replacing it again. That is why the case was escalated.

*** PHONE LOG 04/13/2017 03:03 PM Pacific Daylight Time MBautista Action Type:Outgoing call
Advice 1: The case has been escalated to an FTS. An FTS or a CA representative will contact you to coordinate the visit.

*** PHONE LOG 04/19/2017 09:24 AM Pacific Daylight Time CSchang-TL Action Type:Web Contact
Advice 1: Scott,
To my knowledge, this vehicle is repaired and the customer has not returned. Can you please close this case at your earliest convenience?

*** CASE CLOSE 04/21/2017 12:43 PM clarify
*** Performed by contact: Scott Smith, 5053215407
replaced bank 1 cat

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 71,392

Prod Date: 02/08/2013 **Warranty Start Date:** 04/12/2013

Dealer/Contact Data:

Dealer: VA052 Koons Kia

Phone: 7034943333 **FAX:** 7034914102

Contact: DONALD WILLIAMS **Contact Title:** Dual Technician **Service District:** SO11

Case Details:

Case Title: Engine Mechanical # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine assembly

Case History

*** NOTES 04/04/2017 06:18 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
HEAD BOLT PULLED THREADS PULLED OUT WHEN REPLACEING HEAD GASKET

Diagnostics Performed :
FRONT HEAD GASKET WAS LEAKING AT CLYN #6, FOUND 3 HEAD BOLTS AROUND CLYN #6 TO BE LOOSE. THOSE THREE BOLTS WHEN REMOVE THE THREADS IN THE BLOCK CAME OUT.

*** PHONE LOG 04/04/2017 06:21 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Take a few photos of the valve train (not the valve cover) to determine if the engine was maintained properly. Attach the photos to the case and add a note to the case as we are not alerted when an attachment is added. Thank you

Advice 2: Before approval is granted, you are required to complete the REVISED WRTY143 Engine Core Data Form dated 11-1-2016, attach it to this case as outlined in Pitstop PS410 to proceed. The form must include the RO #, mileage, Dealer info, VIN #, (part #'s not required) signed and dated by the technician and service manager. We are not notified when you add an attachment so please add a note to the case once the form has been attached. Thanks

*** NOTES 04/04/2017 06:50 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
Result of Advice 1:EMAIL SENT TO YOU WITH PICTURES, FOR WHAT EVER REASON MY COMPUTER WILL NOT LET ME ATTACH PICTURES. PWA WILL BE ADDED TODAY BY MY WARRENTY ADMIN.

Result of Advice 2:EMAIL SENT TO YOU WITH PICTURES, FOR WHAT EVER REASON MY COMPUTER WILL NOT LET ME ATTACH PICTURES. PWA WILL BE ADDED TODAY BY MY WARRENTY ADMIN.

*** PHONE LOG 04/04/2017 06:56 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Donald, I have attached the photos to the case. Kia does not recommend resurfacing cylinder heads, if they are out of specs they should be replaced.

*** NOTES 04/04/2017 07:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
Result of Advice 1:UNDERSTANDABLE, MY ISSUE IS THE HEAD BLOTS PULLED THREADS FROM THE BLOCK. THE CUSTOMERS COMPLAINT WAS COOLANT LEAK. THIS SUV WILL NEED A ENGINE FOR THE REPAIR.

*** RESEARCH LOG 04/04/2017 07:07 AM Pacific Daylight Time SOkimura Action Type:Administrative task
Keep me posted

*** NOTES 04/05/2017 09:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
Result of Advice 1:pwa attach

*** PHONE LOG 04/05/2017 09:33 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· The Turbo and oil feed line should be replaced if sludge or metal debris are found.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 04/05/2017 09:34 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine assembly

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXXX **Mileage:** 60,792

Prod Date: 08/22/2013 **Warranty Start Date:** 11/14/2013

Dealer/Contact Data:

Dealer: OH043 Kings Kia

Phone: 5136776700 **FAX:** 5138248445

Contact: Chris Metz **Contact Title:** Service Manager **Service District:** CE03

Case Details:

Case Title: Fluid Leak - Cooling system coolant # Case For Warranty Authorization

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** NOTES 04/05/2017 04:53 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
CAR IS OVERHEATING

Diagnostics Performed :
EXTERNAL COOLANT FROM DRIVERS SIDE OF ENGINE. PRESSURIZING THE COOLANT SYSTEM

*** PHONE LOG 04/05/2017 05:00 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Why did you not open an assistance case when you have not even diagnosed the concern?

*** NOTES 04/05/2017 07:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
Result of Advice 1:THE CONCERN HAS BEEN DIAGNOSED AS BLOWN HEAD GASKETS, WARPED CYLINDER HEADS AND BLOCK

*** PHONE LOG 04/05/2017 07:12 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: So you have already removed the heads and checked with a precision straight edge? Please provide pictures.

*** PHONE LOG 04/07/2017 05:31 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

** Admin Note ***
ervice alert escalated to CA as : K3430908 on 04/07/2017

*** PHONE LOG 04/10/2017 05:26 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** PHONE LOG 04/11/2017 08:43 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Your request will be denied if the requested information is not provided

*** NOTES 04/12/2017 01:25 PM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
Result of Advice 1:in process of tear down will update case with pictures asap

*** PHONE LOG 04/13/2017 04:10 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: let me know when they are attached and ready form review

*** PHONE LOG 04/14/2017 05:55 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: What is the status of this vehicle?

*** NOTES 04/14/2017 06:41 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
Result of Advice 1:front cylinder head removed and pictures attached. Found head gasket blown, coolant has mixed with oil in the heads and block, timing chain guides damaged, chain stretched, when removing head threads pulled out of the cylinder block

*** PHONE LOG 04/14/2017 06:43 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Let me know when the pictures are attached and ready for review

*** NOTES 04/14/2017 06:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
Result of Advice 1:pictures are attached

*** PHONE LOG 04/14/2017 06:51 AM Pacific Daylight Time dbrisky Action Type:Outgoing call
Advice 1: Thanks for the pictures. Please have the service manager sign the core data form, reattach it to the case.

*** NOTES 04/14/2017 09:13 AM clarify Action Type: Dealer contact
*** Performed by contact: Chris Metz, 5136776700
Result of Advice 1:wrty143 attached

*** PHONE LOG 04/14/2017 09:30 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake

runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 04/14/2017 09:30 AM Pacific Daylight Time dbrisky

Resolution Code: Faulty Component
CLOSING COMMENTS
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 47,701

Prod Date: 02/11/2013 **Warranty Start Date:** 05/31/2013

Dealer/Contact Data:

Dealer: MD025 Laurel Kia

Phone: 3016041339 **FAX:** 3016047249

Contact: Scott Muder **Contact Title:** Dual Technician **Service District:** SO10

Case Details:

Case Title: Duplicate - WEB Case #

Symptom: Information Given **DTC:**

System: Non System Related

Component: No Repairs Performed

Resolution:

Case History

*** NOTES 04/05/2017 10:07 AM clarify Action Type: Dealer contact
*** Performed by contact: Scott Muder, 3016041339
*** This is a Request for Assistance ***

Problem Description :
no start engine locked up

Diagnostics Performed :
removed spark plugs found coolant in all 6 cylinders engine will now turn over removed valve cover b2 no sludge cannot remove head bolt near cyl 2 stripped in block will break

*** PHONE LOG 04/05/2017 10:12 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Please take a clear picture of the valve train with the valve cover removed. Next attach the picture to the case per pitstop 410 and once this has been completed please update the case indicating the picture is available for review. Thank you

*** NOTES 04/05/2017 10:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Linette Dueno, 4103633333
Result of Advice 1:picture and core data sheet attached per scott muder
Additional Comments:picture and core data sheet attached per scott muder

*** PHONE LOG 04/05/2017 10:34 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

· The Turbo and oil feed line should be replaced if sludge or metal debris are found.

Thank you.

*** PHONE LOG 04/05/2017 10:36 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Scott,
DISREGARD MY LAST NOTES AS I THOUGHT THIS WAS A PWA CASE AND IT IS NOT.
Advice 2: .
Advice 3: Scott you need to open a pwa case as directed by the Tech line Agent in the previous case.

*** PHONE LOG 04/05/2017 10:43 AM Pacific Daylight Time JGossling-TL Action Type:Outgoing call
Advice 1: I called Scott and let him know this is not a pwa case.

*** CASE CLOSE 04/05/2017 10:44 AM Pacific Daylight Time JGossling-TL

Resolution Code: Duplicate Web Case
CLOSING COMMENTS

*** 07/24/2017 10:24:23 ***
Reopened with Sub Status of Working

*** 07/24/2017 10:24:40 ***
Case closed by Scott Muder with Resolution Code : Duplicate Web Case
[Resolution Summary]

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74492

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,768

Prod Date: 03/31/2014 **Warranty Start Date:** 08/26/2014

Dealer/Contact Data:

Dealer: NJ065 Toms River Kia

Phone: 7322810000 **FAX:** 7322811500

Contact: Robert Adrion **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: HVAC - Heater inop # Engine Case for Warranty Authorization

Symptom: Heater Controls Inop **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Engine authorized.

Case History

**** NOTES 04/05/2017 12:46:42 PM clarify Action Type:Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
Exhaust in cooling system. Refer to previous tech line case T3403115

Diagnostics Performed :
Removed cylinder head and found threads removed from engine block on cylinder head bolt.

Refer to tech line case T3403115

*** PHONE LOG 04/05/2017 12:55 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Robert, please attach one or two clear, well lit photos of the valve train to the case. Attach at least one clear photo of any metal debris or damage that you find. If you have verified there has been no abuse or external impact, the engine is not used or from a junk yard, and the warrant is valid according to WEB DCS, you will also need to review warranty bulletin 2015-09 and attach the core data sheet WRTY143. Make sure it is the newest form, released on 11-1-16. It will need to be filled out, signed by both you and your service manager (no electronic signatures or stamps), dated and attached to this PWA case before it can be approved Please add a note to the case once everything is attached so that I know it is there.

*** NOTES 04/05/2017 12:56 PM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:pics attached
Additional Comments:pics attached

*** PHONE LOG 04/05/2017 01:28 PM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Robert, there is no picture of the valve train attached. Please add a photo of the entire valve train on at least one head and let me know when it is attached. You will also need to add the RO number to the core data sheet and attach the core data sheet again.

*** NOTES 04/06/2017 03:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Robert Adrion, *0827141901_171161
Result of Advice 1:pics attached
Additional Comments:pic attached

*** PHONE LOG 04/06/2017 05:14 AM Pacific Daylight Time GPhillips-TL Action Type:Web Contact
Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

- If equipped with a turbo, be sure to check the turbo and oil feed line as well. Replace the turbo, oil feed line and banjo bolt if build up, metal debris or excessive wear to the turbo are found.

- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 04/06/2017 05:15 AM Pacific Daylight Time GPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Engine authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,335

Prod Date: 08/02/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NY105 Generation Kia

Phone: 6315695700 **FAX:** 6315695258

Contact: sagar farooq **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component:

Resolution:

Case History

*** NOTES 04/11/2017 12:06 PM clarify Action Type: Dealer contact
*** Performed by contact: Sagar Farooq, 6315695700
*** This is a Request for Assistance ***

Problem Description :
VEHICLE TOWED INTO SHOP , FOUND OUT VEHICLE WAS OVER HEATING .

Diagnostics Performed :
SCANNED VEHICLE NO CODES FOUND , CHECKED THEROMSAT OPERATION WHICH WAS GOOD , NO MISS FIRE COEDS IN SYSTEM , WHEN ENGINE GETS HOT ALL THE COOLANT WAS BEING PUSHED OUT FROM THE RADIATOR TO THE COOLANT RESVIOR , I USED COMBUSTION LEAK TESTER , FOUND OUT HEAD GASKET IS BLOWN , FOUND COMBUSTION GASSES INSIDE THE COOLING SYSTEM , ALSO WHEN I SNAP ON THROTTLE ALL THE COOLANT GOES UP IN AIR THRU THE RADIATOR CAP ,NOT SURE IF THE BANK 1 HEAD GASKET IS BLOWN OR BANK 2 , ILL HAVE TO REMOVE BOTH HEADS OFF AND LOOK FOR THE CRACKS ETC.

*** PHONE LOG 04/11/2017 12:11 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: To try and pin point if the head gaskets are both blown, perform a cylinder leak down test on all cylinders and note the percentage of leak down and note where the air is escaping from during the test (radiator, intake, exhaust, another cylinder, or crankcase) and inspect the spark plugs.

*** NOTES 04/12/2017 07:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Sagar Farooq, 6315695700
Result of Advice 1:performed leak down test on all 6 cylinders , all of them are good 0 %
Additional Comments:but i found out head gasket is leaking on bank 1 , seems like its been leaking for a while , on the edge of the head and block , pictures are attached to the case you can review them .

** Admin Note ***
ervice alert escalated to CA as : K3435435 on 04/12/2017

*** PHONE LOG 04/13/2017 06:55 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: 0% leakage on a cylinder leak down test is not a valid test result. Even a brand new engine has some leak down.
Advice 2: Since the bank 1 head gasket is leaking, please get authorization to remove the bank 1 valve cover and to check the bank 1 head bolts. Make sure none are loose and that the threads in the block are not damaged at all. Let me know what you find. Thanks.

*** NOTES 05/01/2017 11:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Sagar Farooq, 6315695700
Result of Advice 1:found out threads in the block are no good ,
Result of Advice 2:bank 1 threads in the block are damage.
Additional Comments:I will attached the pictures to case , took pictures with scope .

*** PHONE LOG 05/01/2017 12:52 PM Pacific Daylight Time BLall-TL Action Type:Outgoing call
Advice 1: Based on the information you provided, my recommendation is to replace the engine AFTER GETTING APPROVAL.

Advice 2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74482

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 57,510

Prod Date: 03/16/2013 **Warranty Start Date:** 05/17/2013

Dealer/Contact Data:

Dealer: VA052 Koons Kia

Phone: 7034943333 **FAX:** 7034914102

Contact: DONALD WILLIAMS **Contact Title:** Dual Technician **Service District:** SO11

Case Details:

Case Title: Engine Mechanical # Case for warranty authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 04/17/2017 12:26 PM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
LEAKING HEAD GASKET AND MISFIRE ON CLYN #6

Diagnostics Performed :
PULLED INTO SHOP CHECK FOR COOLANT LEAK FOUND COOLANT LEAKING FROM HEAD GASKET AT CLY #6 ALSO HAD CODE P0306 #6 MISFIRE, CHECK HEAD BLOTS AT CLY# 6 THEY WERE LOOSE AND THREADS CAME OUT WITH BOLTS. THIS VEHICLE NEEDS AN ENGINE FOR THE REPAIR.

*** PHONE LOG 04/17/2017 12:43 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Donald,
Please remove the valve cover for inspection.
Can you please attach pictures of the engine top end per Pitstop article PS410 to the case attachment section so I can review them.
Please make sure to add a note to the case once you have attached the pictures so I know it's ready for review. Thanks!

*** NOTES 04/19/2017 05:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Donald Williams, 7034943333
Result of Advice 1:picture added

*** PHONE LOG 04/19/2017 06:42 AM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Donald,
Before I can give approval I need you to please complete, sign and attach the REVISED WRTY143 Core Data Form as outlined in Pitstop PS410 to this case to proceed. The form must have the RO#, mileage, date, VIN and be signed by technician and service manager. Please add a note to the case once the form has been attached. Thanks.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,922

Prod Date: 09/24/2013 **Warranty Start Date:** 03/05/2014

Dealer/Contact Data:

Dealer: GA093 Nalley Kia

Phone: 7708799060 **FAX:** 6787501353

Contact: William Martin **Contact Title:** Shop Foreman **Service District:** SO01

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 04/18/2017 06:46 AM clarify Action Type: Dealer contact
*** Performed by contact: William Martin, 7708799060
*** This is a Request for Assistance ***

Problem Description :
VEHICLE IS OVERHEATING DUE TO A LEAKING HEAD GASKET ON THE REAR BANK OF THE VEHICLE. HAVE REPLACED THE THERMOSTAT LAST VISIT FOR THE THERMOSTAT STICKING. VEHICLE HAS ALSO HAS THE RADIATOR AND COOLANT HOUSING REPLACED SUE TO LEAKS.

Diagnostics Performed :
VISUAL INSPECTION FOUND COOLANT LEAKING FROM GASKET ON THE REAR BANK

*** PHONE LOG 04/18/2017 06:52 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: If proper maintenance and warranty are validated, get approval to remove the head for inspection. Prior to removing the head, please check the torque of all head bolts and verify none are pulling the threads out of the block.

** Admin Note ***
ervice alert escalated to CA as : K3440110 on 04/18/2017

*** NOTES 04/20/2017 09:37 AM clarify Action Type: Dealer contact
*** Performed by contact: William Martin, 7708799060
bolts not torqued to spec and pulling threads out of the block
Additional Comments:bolts not torqued to spec and pulling threads out of the block

*** PHONE LOG 04/20/2017 09:51 AM Pacific Daylight Time TThomas-TL Action Type:Web Contact
Advice 1: If proper maintenance and warranty are validated, please open a required PWA case for warranty authorization to replace the engine. Be sure to attach a copy of the completed and signed WRTY143 [Rev. 11/1/2016] core data form to the warranty case. The form must be filled out (all available sections) and signed and dated by the service manager and

technician. Add a note to the case when documents are attached. We are not notified of attachments. Close this case and complete the Technician Satisfaction Survey when the repairs are completed or if no further assistance is required. Thank you.

*** CASE CLOSE 04/20/2017 09:59 AM clarify
*** Performed by contact: William Martin, 7708799060
replacing long block assembly to repair this concern

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 27,922

Prod Date: 09/24/2013 **Warranty Start Date:** 03/05/2014

Dealer/Contact Data:

Dealer: GA093 Nalley Kia

Phone: 7708799060 **FAX:** 6787501353

Contact: William Martin **Contact Title:** Shop Foreman **Service District:** SO01

Case Details:

Case Title: Engine - Overheats # Case for Warranty Authorization

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: engine

Case History

*** NOTES 04/20/2017 10:02 AM clarify Action Type: Dealer contact
*** Performed by contact: William Martin, 7708799060
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
blown head gasket pulled threads out of block for head bolts

Diagnostics Performed :
tear down to head bolts to verify threads ok. pulled threads out of the block for head bolts

*** NOTES 04/20/2017 10:10 AM clarify Action Type: Dealer contact
*** Performed by contact: Larry Morgan, 7702347800
core/pwa attached
Additional Comments:core/pwa attached

*** PHONE LOG 04/20/2017 10:13 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact
Advice 1: The service manager's signature is missing from the core sheet. I cannot approve this without that being signed.

*** NOTES 04/20/2017 10:31 AM clarify Action Type: Dealer contact
*** Performed by contact: Larry Morgan, 7702347800
Result of Advice 1:new form. ..signed

*** PHONE LOG 04/20/2017 10:33 AM Pacific Daylight Time JPhillips-TL Action Type:Web Contact

Advice 1: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

*** CASE CLOSE 04/20/2017 10:33 AM Pacific Daylight Time JPhillips-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 38,079

Prod Date: 02/13/2013 **Warranty Start Date:** 03/07/2013

Dealer/Contact Data:

Dealer: OR014 Team Kia of Bend

Phone: 5415505555 **FAX:** 5415505565

Contact: RICK LANCASTER **Contact Title:** Shop Foreman **Service District:** WE09

Case Details:

Case Title: MIL - PCM # P0303

Symptom: Warning Light On **DTC:** P0303

System: Emission Control

Component:

Resolution:

Case History

*** NOTES 04/25/2017 10:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Rick Lancaster,
*** This is a Request for Assistance ***

Problem Description :
vehicle misfires sets code for miss fire cylinder 3 cold in morning then clears up and runs good after just a few miles

Diagnostics Performed :
confirmed miss fire and removed plenum found no mice damage or other issues removed coil and spark plug on all 3 rear cylinders all spark plug burns appeared the same ohm tested all 3 rear coils and injectors and found no variance in the readings bora scoped all 3 rear cylinders and could see no issue with pistons cylinders or valve train replaced #3 coil and spark plug cleared codes and road tested good customer has returned with same issue kds indicates #3 miss fire again NOTE No coolant loss or smoking when miss fire is occurring

*** PHONE LOG 04/25/2017 10:31 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Perform TSB 035.

** Admin Note ***
ervice alert escalated to CA as : K3445728 on 04/25/2017

*** NOTES 04/27/2017 08:28 AM clarify Action Type: Dealer contact
*** Performed by contact: Rick Lancaster,
was instructed to replace injectors in the process after removing lower intake found the valley filled with coolant now i suspect failure of head gasket let me know your thoughts and do we still want to replace injectors ?
Additional Comments:was instructed to replace injectors in the process after removing lower intake found the valley filled with coolant now i suspect failure of head gasket let me know your thoughts and do we still want to replace injectors ?

*** PHONE LOG 04/27/2017 09:03 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Rick,
Are you sure this coolant did not leak out from the small port in the cylinder head (As there is a bypass port from the cylinder head into the intake manifold) or the hose from the throttle body (If removed).

*** NOTES 04/27/2017 09:08 AM clarify Action Type: Dealer contact
*** Performed by contact: Rick Lancaster,
Result of Advice 1:yes it could of and is in the area of the small port to intake Just had other tech tell me it was a head gasket I will continue with just replacing injectors
Additional Comments:thank you for your response

*** PHONE LOG 04/27/2017 09:15 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Ok,
Thank you

*** NOTES 05/02/2017 09:02 AM clarify Action Type: Dealer contact
*** Performed by contact: Rick Lancaster,
Result of Advice 1:replaced injectors and have not heard any further complaints from customer

*** PHONE LOG 05/02/2017 09:16 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Rick,
Based off of this information I recommend to close the case and to perform the Technician survey. Thank you

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 74,300

Prod Date: 03/22/2013 **Warranty Start Date:** 04/24/2013

Dealer/Contact Data:

Dealer: CO037 Medved Kia

Phone: 3034210100 **FAX:** 3034631249

Contact: Chad Davis **Contact Title:** Shop Foreman **Service District:** SW08

Case Details:

Case Title: Engine Mechanical # Case for warranty authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution: Your completed and signed

Case History

*** NOTES 04/27/2017 02:38 PM clarify Action Type: Dealer contact
*** Performed by contact: Chad Davis, *09302011072030
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
COOLANT LEAK AT HEAD GASKET SURFACE NEAR #6 CYLINDER

Diagnostics Performed :
PRESSURE TESTED SYSTEM FOUND SEVERE LEAK AT HEAD GASKET. RECEIVED PWA FOR REPLACING HEAD GASKET. REMOVED CYLINDER HEAD AND FOUND SLIGHT DAMAGE TO BLOCK SURFACE A THE WATER JACKET OF CYLINDER #6. ALSO HEAD SURFACE IS ALSO DAMAGED AT THE SAME LOCATION (SEE PICTURES)

*** PHONE LOG 04/27/2017 02:50 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Chad,
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly
- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** CASE CLOSE 04/27/2017 02:50 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

- Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. (this is a separate operation in the warranty claim). If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 43,144

Prod Date: 09/09/2013 **Warranty Start Date:** 12/16/2013

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 **FAX:** 7329229835

Contact: Shane Johnson **Contact Title:** Exclusive Kia Technician **Service District:** EA06

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cooling System (General)

Resolution:

Case History

*** NOTES 04/28/2017 07:11 AM clarify Action Type: Dealer contact
*** Performed by contact: Shane Johnson, 7329221050
*** This is a Request for Assistance ***

Problem Description :
customer states smell of coolant entering cabin

Diagnostics Performed :
verified concern, hoist veh, found coolant residue on front of block and underneath veh at parting line between engine and trans, trace residue trail as high as the side of the head under the thermostat housing right next to the crank sensor. head gasket is seeping externally at this location, nothing higher up so it must be coming from gasket. also pressure builds quickly in cooling system with pressure gauge attached when veh is started. suspect blown head gasket. photos attached that are 2 minutes apart showing the spread of coolant from the gasket.

*** NOTES 04/28/2017 07:12 AM clarify Action Type: Dealer contact
*** Performed by contact: Shane Johnson, 7329221050
if you switch between the 2 pictures(taken 2 mins apart) you can see the spread of coolant
Additional Comments:if you switch between the 2 pictures(taken 2 mins apart) you can see the spread of coolant

*** PHONE LOG 04/28/2017 07:19 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Shane,
Check to see if the head bolts for the cylinder head are torque down to spec's per the shop manual.

*** NOTES 04/28/2017 07:23 AM clarify Action Type: Dealer contact
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:head bolt torque cannot be checked because they are of the torque to yield type. the torque amount cannot be verified with this type of bolt.

*** PHONE LOG 04/28/2017 07:35 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Shane,
I know the head bolts are torque to yield. I just want to know if there loose when you try to re torque them. Note, either way the cylinder head has to come off so retorquing the head bolts is not an issue.

*** NOTES 04/28/2017 08:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:how would i determine if they are not torqued properly when the torque is a specified angle not torque. what would you like them torqued to?

*** PHONE LOG 04/28/2017 08:30 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: I would try 78 to 80 ft lb.

*** NOTES 04/28/2017 08:54 AM clarify Action Type: Dealer contact
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:once all parts arrived and i perform teardown on the lefthand cylinder head i will report those results. i am assuming since there is no obvious external leakage on right hand head that no repairs should be made to that head?

*** PHONE LOG 04/28/2017 09:24 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Shane,
I really want to know if the head bolts are loose as it could indicate a more serious concern. The bolt holes in the block maybe damaged.

*** CASE CLOSE 05/01/2017 08:13 AM clarify
*** Performed by contact: Shane Johnson, 7329221050
advised customer need to tear engine down, customer took vehicle

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO EX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74242

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 41,311

Prod Date: 10/31/2014 **Warranty Start Date:** 04/25/2015

Dealer/Contact Data:

Dealer: AL035 Kia of Auburn

Phone: 3343297451 **FAX:** 3343297446

Contact: Paul Henthorne **Contact Title:** Service Manager **Service District:** SO06

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Cylinder Head

Resolution: cylinder head

Case History

*** NOTES 05/01/2017 06:57 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Henthorne, 3343297451
*** This is a Request for Assistance ***

Problem Description :
There is coolant leaking from the exhaust manifold where it attaches to the head.

Diagnostics Performed :
Confirmed leak.

*** PHONE LOG 05/01/2017 07:05 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Paul, Are you sure that the leak is coming from the exhaust manifold and not from the head gasket area? please take a picture of this area and attach it to this case, then add a case note

*** NOTES 05/01/2017 07:38 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Henthorne, 3343297451
Result of Advice 1:I added a picture

*** PHONE LOG 05/01/2017 08:25 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Thank you for the picture
That is the head gasket leaking, Most of the time this is cause by the threads pulling out of the bock for the head bolts,Please remove the valve cover and attempt to re torque the head bolts to see if there are any that you cannot re torque, Please report your findings

*** NOTES 05/08/2017 07:12 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Henthorne, 3343297451

Result of Advice 1:I removed the front timing chain cover so I could check the head bolts. All of the head bolts are tight.

*** PHONE LOG 05/08/2017 07:20 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: If you are sure that none of the threads are pulled out of the block for the head bolts then remove that cylinder head and inspect for damage, cracks, warped block and head, cylinder wall damage, if there is none then replace that head gasket

** Admin Note ***
ervice alert escalated to CA as : K3455549 on 05/08/2017

*** NOTES 05/10/2017 07:19 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Henthorne, 3343297451
I removed the head and inspected it. I do not see any cracks or leaks. There is coolant on the top side of the exhaust manifold. I do not see how if the head gasket is leaking that the coolant would run up to the top of the manifold. Just wanted to get your thoughts before I proceeded.
Additional Comments:I removed the head and inspected it. I do not see any cracks or leaks. There is coolant on the top side of the exhaust manifold. I do not see how if the head gasket is leaking that the coolant would run up to the top of the manifold. Just wanted to get your thoughts before I proceeded.

*** NOTES 05/10/2017 07:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Paul Henthorne, 3343297451
I am going to send the head to be pressure tested. I just did not want to waste that money if you had seen this before and it was actually the head.
Additional Comments:I am going to send the head to be pressure tested. I just did not want to waste that money if you had seen this before and it was actually the head.

*** PHONE LOG 05/10/2017 08:12 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: A coolant leak above the exhaust manifold is not a common concern, Please send the head out for inspection

*** 05/17/2017 07:33:44 ***
Web - Note created on 05/17/2017 07:33:44 and created by Paul Henthorne
I sent the head out for inspection and everything checked out fine. Do you have any other suggestions before I proceed with replacing the head gasket and rebuilding the engine.

*** Phone - Advice created on 05/17/2017 08:11:51 and created by Frank Lusic ***
1: Paul called in and said that the head checked out fine, I asked him to install the old head gasket and then re torque the head to check the threads in the block to see if they pull out of the block then if it does not then reassemble the engine

*** 05/23/2017 06:19:20 ***
Web - Note created on 05/23/2017 06:19:20 and created by Paul Henthorne
I installed the new head gasket after checking re torqueing the head and the bolts torqued fine. I reinstalled all components and there were no leaks. The customer took the vehicle and drove approximately 40 miles and the check engine light came on. There were lean codes stored for bank 1. I put the vehicle on the lift and found that there was coolant leaking again from the exhaust manifold area.

*** Web - Advice created on 05/23/2017 09:44:24 and created by Frank Lusic ***
1: That's to bad
If you pressure test the cooling system can you see the source of the leak?

*** 05/23/2017 14:17:09 ***
Web - Note created on 05/23/2017 14:17:09 and created by Paul Henthorne
I removed the exhaust manifold and there was coolant all over the exhaust manifold gasket. I cleaned the head of all residual coolant and pressure tested the system. There is coolant leaking from the top middle stud hole that is not used.
*** Web - Advice created on 05/23/2017 14:23:24 and created by Frank Lusic ***
1: Thank you for that information , Based on this information Please replace the cylinder head and retest for proper operation

*** Case has been auto closed by the system on 06/23/2017 01:08:06 (PST)

Case Number: XXXXXXXX Reopen Requested by Paul Henthorne.
Reason: [The vehicle is still down waiting on the short block.]
*** 07/05/2017 11:48:33 ***
Reopened with Sub Status of Working

*** Web - Advice created on 07/05/2017 11:48:36 and created by Frank Lusic ***
1: Case reopened at the request of the tech

*** Case has been auto closed by the system on 08/05/2017 01:09:01 (PST)
*** 08/25/2017 14:40:45 ***
Case Number: XXXXXXXX Reopen Requested by Paul Henthorne.
Reason: [I need to start another service alert because the engine block is on back order and the vehicle has been down for somewhere around 90 days.]

*** 08/28/2017 07:20:57 ***
Reopened with Sub Status of Working

*** 08/29/2017 15:39:50 ***
Case closed by Frank Lusic with Resolution Code : Faulty Component
[Resolution Summary]
cylinder head

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO EX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74442

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 55,335

Prod Date: 08/02/2013 **Warranty Start Date:** 12/02/2013

Dealer/Contact Data:

Dealer: NY105 Generation Kia

Phone: 6315695700 **FAX:** 6315695258

Contact: sagar farooq **Contact Title:** Exclusive Kia Technician **Service District:** EA05

Case Details:

Case Title: Engine - Overheats # Case For Warranty Authorization

Symptom: Damage (General) **DTC:**

System: Engine Mechanical

Component: Engine (General)_Cylinder

Resolution: PWA authorized.

Case History

*** NOTES 05/02/2017 11:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Sagar Farooq, 6315695700
*** This is a Request for Warranty Authorization ***
Branded Title: N
Warranty Valid: Y
Component Selected: ENGINE

Problem Description :
blown head gasket bank 1 also threads are damaged in the block for head bolts .

Diagnostics Performed :
opened tech case they advised me to replace motor on this vehicle t3433798

*** PHONE LOG 05/02/2017 11:51 AM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: I reviewed the repair assistance case, the pictures attached to it, and the PWA form you attached to this case.
Advice 2: Your completed and signed WRTY143 engine core data form has been received and reviewed. Based on the information you have provided, you are authorized to replace the engine following normal service procedures. Please note:

· Replace the engine with a long block, if available; otherwise, please order a short block assembly

· If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required

· If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.

· Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the

reason why on your hard copy and replace the affected component.

· If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one.

· Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

· If this is a turbocharged engine make sure to also replace the turbo charger, oil feed line, and banjo bolts if there was metal contamination in the lubrication system or a catastrophic failure.

*** CASE CLOSE 05/02/2017 11:51 AM Pacific Daylight Time BLall-TL

Resolution Code: Information Given
CLOSING COMMENTS
PWA authorized.

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO SXL V6 LIMITED **Engine:** 3.3L GDI **Model Code:** 74292

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 98,456

Prod Date: 08/15/2013 **Warranty Start Date:** 11/16/2013

Dealer/Contact Data:

Dealer: GA053 Kia Mall of Georgia

Phone: 6788042000 **FAX:** 6785468566

Contact: Fu Yang **Contact Title:** Exclusive Kia Technician **Service District:** SO13

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 05/03/2017 06:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Fu Yang, *07222011084016
*** This is a Request for Assistance ***

Problem Description :
cust-states engine was run hot and add coolant,fan was blow ok.

Diagnostics Performed :
i was remove both head cylinder to inspect the head cylinder wapped but almost all thread are stripped out.in this case more and likly will need a new short block.please get back to me wath to do thanks.

*** PHONE LOG 05/03/2017 06:27 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: • Replace the engine with a long block, if available; otherwise, please order a short block assembly

- If the short block is replaced, inspect the original cylinder head thoroughly to determine whether head replacement is required
- If a cylinder head replacement is required, re-use any parts of the original that can be transferred to the new head (if any cannot be transferred, supporting documentation will be required at the time of warranty claim submission). Check valve clearance per the service information in KGIS & inspect the cylinder head galley ports for any missing check balls.
- Thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components. If any of these components cannot be cleaned thoroughly, document the reason why on your hard copy and replace the affected component.
- If the failed engine had catastrophic damage (e.g., rod through block, large metal debris in the pan or seized engine), do not use the original intake manifold; replace the intake manifold with a NEW one. If the engine is equipped with a turbo then it should be replaced as well as the oil feed line to it.
- Make sure all of the ladder frame bolts are installed in the replacement short engine, if applicable.

Thank you.

*** Admin Note ***
Service alert escalated to CA as : K3452287 on 05/03/2017

*** CASE CLOSE 05/11/2017 04:41 AM clarify
*** Performed by contact: Fu Yang, *07222011084016
replace engine

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2014 SORENTO LX V6 FWD AUTO **Engine:** 3.3L GDI **Model Code:** 74222

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,757

Prod Date: 08/17/2013 **Warranty Start Date:** 09/03/2013

Dealer/Contact Data:

Dealer: CA242 Allstar Kia

Phone: 9097634740 **FAX:** 9097634741

Contact: Shaun Runnells **Contact Title:** Exclusive Kia Technician **Service District:** WE06

Case Details:

Case Title: Engine - Overheats # Leaking coolant external

Symptom: Coolant Leak_Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 05/03/2017 09:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Shaun Runnells, 9097634740
*** This is a Request for Assistance ***

Problem Description :
Customer states that vehicle is overheating and there is a boiling sound

Diagnostics Performed :
Removed oil cap and found the oil/coolant mixture on the cap and inside valve cover. I found that the rear head is leaking all across the gasket and is leaking fresh and crusted coolant all the way down the engine and exhaust pipes. I was wondering, in a warranty repair would I be replacing the one known leaking head, or am I supposed to do both?

*** PHONE LOG 05/03/2017 10:02 AM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Hello Shaun
Most of the time if coolant is leaking externally at the head gasket it is caused by the threads pulling out of the block for the head bolts, Please remove the valve cover on that side and try to torque the head bolts to see if any will not tighten. Please report your findings

*** NOTES 05/03/2017 12:16 PM clarify Action Type: Dealer contact
*** Performed by contact: Shaun Runnells, 9097634740
Result of Advice 1:I was wondering, is there a specific torque that I should use? Or am I just giving the torque wrench a turn to see if any are loose?

*** PHONE LOG 05/03/2017 01:04 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: Just try to torque them down to the normal specs, if there is a problem the threads will pull out of the block

*** NOTES 05/03/2017 02:10 PM clarify Action Type: Dealer contact
*** Performed by contact: Shaun Runnells, 9097634740
Result of Advice 1:I will have to remove the cams to check the head bolts. I am unable to fit a tool in between the cams
Additional Comments:After removing the valve cover, I found engine sludge all over cams, cam sensor, and bottom of head. I will send pictures to the case.

*** PHONE LOG 05/03/2017 02:14 PM Pacific Daylight Time FLusic-TL Action Type:Web Contact
Advice 1: The oil jell is not that bad, you will need to remove the cams to check the head bolts

*** NOTES 05/05/2017 10:46 AM clarify Action Type: Dealer contact
*** Performed by contact: Shaun Runnells, 9097634740
Result of Advice 1:Sorry for the delay. I removed the engine and cams and found 2 of the lower head bolts the spin freely. I couldn't even torque them to 26 foot pounds.

*** PHONE LOG 05/05/2017 11:38 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: • You are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY Core Data Form to the case with both the service manager and technician signatures on it. Thanks
• Based on the information provided I recommend that you replace the engine on this vehicle as outlined in the shop manual. Replace engine with long block if available, otherwise please order a short block, oil pump, and cylinder head. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If the failed engine has catastrophic damage, (rod through block, Large metal debris in the pan or seized engine) do not use the original intake manifold. Please replace the intake manifold with a NEW one. If you replace any new parts on the cylinder head, it is critical that you explain the reasoning for this in the case notes and on the back of your repair order. Contact the Parts Hotline for assistance with ordering needed parts if required. Please be prepared to provide all supporting documents (maintenance records, etc.) including photos when submitting your warranty claim.

*** CASE CLOSE 05/12/2017 01:20 PM clarify
*** Performed by contact: Shaun Runnells, 9097634740
R&R Long Block

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 59,803

Prod Date: 03/27/2014 **Warranty Start Date:** 07/07/2014

Dealer/Contact Data:

Dealer: NY030 Cooper Kia

Phone: 3157366660 **FAX:** 3157361453

Contact: Tyler Bach **Contact Title:** Technician Trainee **Service District:** EA11

Case Details:

Case Title: Engine - Overheats #

Symptom: Overheating **DTC:**

System: Engine Mechanical

Component: Engine (General)

Resolution:

Case History

*** NOTES 05/08/2017 04:37 AM clarify Action Type: Dealer contact
*** Performed by contact: Tyler Bach, 3154295017
*** This is a Request for Assistance ***

Problem Description :
While removing front cylinder head on the vehicle. (1) of the head bolts has pulled the threads from the engine block. The concern is whether it can be repaired via some sort of heli-coil or will it need a new block?

Diagnostics Performed :
Verified: Customer drove vehicle (HOT) multiple times. Coolant blowing out of coolant reservoir. Engine was getting excessive air in cooling system. Another tech has installed a new thermostat in the past.

NOTE All the head bolts on the front cylinder head were loose while in the process of removing head.

*** PHONE LOG 05/08/2017 04:40 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Looks like a cylinder head was replaced in April of 2016 at NY069? Have you checked the cylinder head flatness with a precision straight edge as outlined in the shop manual?

*** NOTES 05/08/2017 07:00 AM clarify Action Type: Dealer contact
*** Performed by contact: Tyler Bach, 3154295017
Result of Advice 1:Per the shop manual it is determined the cylinder heads are indeed straight within specifications.
Additional Comments:Per the shop manual it is determined the cylinder heads are indeed straight within specifications.

*** PHONE LOG 05/08/2017 07:01 AM Pacific Daylight Time dbrisky Action Type:Web Contact
Advice 1: Based on the information provided I recommend that you open a PWA case to obtain approval to replace the short block.
*** Admin Note ***

Service alert escalated to CA as : K3455557 on 05/08/2017

*** Case has been auto closed by the system on 06/08/2017 01:08:34 (PST)

Kia America
Technical Assistance Center
Case Number: XXXXXXXX

Vehicle Data

Model/Year: 2015 SORENTO LX V6 AWD AUTO **Engine:** 3.3L GDI **Model Code:** 74422

VIN: 5XYXXXXXXXXXXXXX **Mileage:** 60,574

Prod Date: 05/15/2014 **Warranty Start Date:** 06/06/2014

Dealer/Contact Data:

Dealer: CA284 Nicholas Parks Kia

Phone: 8778953399 **FAX:** 5102970192

Contact: WEI WU **Contact Title:** Shop Foreman **Service District:** WE04

Case Details:

Case Title: Fluid Leak - Cooling system coolant #

Symptom: Coolant Leak **DTC:**

System: Engine Mechanical

Component: Seals/Gasket (Cooling Sys)

Resolution:

Case History

*** NOTES 05/08/2017 12:48 PM clarify Action Type: Dealer contact
*** Performed by contact: Wei Wu, *10182010160015
*** This is a Request for Assistance ***

Problem Description :
coolant leaking

Diagnostics Performed :
pressure tested verify leak at b/2 cylinder hear corner area with coolant bypass housing housing cover with coolant replace coolant bypass housing and tested again clean engine found coolant leaking at b/2 head gasket corner edge area

*** PHONE LOG 05/08/2017 12:55 PM Pacific Daylight Time BLall-TL Action Type:Web Contact
Advice 1: Please take pictures showing the source of the leak from the head gasket and attach it to the case as per PS410. Add a note when it is attached or I will not be notified when it is added.
Advice 2: Please remove the valve cover and see if any of the head bolts around the area of the leak are loose indicating the threads in the block are damaged. Let me know what you find. Thanks.

Case Number: XXXXXXXX Reopen Requested by WEI WU.
Reason: [add notes and pictures]
*** 05/16/2017 08:06:56 ***
Web - Note created on 05/16/2017 08:06:56 and created by WEI WU
remove valve cover check head bolts verify head bolts loosed and couple of head bolts near the leak spins free

*** 05/16/2017 08:36:04 ***
untitled.png added by WEI WU on 05/16/2017 08:36:03
*** Web - Advice created on 05/16/2017 10:39:35 and created by Brian Lall ***
1: Based on the information you provided, my recommendation is to replace the engine after getting authorization.
2: If the vehicle is under warranty, you are now required to open a separate PWA case, prior to replacing the engine, to obtain approval as outlined in Warranty Bulletin 2015-09. Please be sure when you open the PWA case that you attach the WRTY

Core Data Form to the case with both the service manager and technician signatures on it and a picture of the VIN and engine S/N. Based on the information provided my recommendation is to replace engine with a long block if available, otherwise please order a short block, oil pump, and cylinder head if needed. When replacing the short block, you must inspect the original cylinder head thoroughly and determine what requires replacement and replace ONLY THOSE PARTS. All other parts of the original head should be transferred to the new head and make sure you thoroughly clean all metal and debris from any and all parts transferred from the damaged engine, including the intake runners, OCV, CVVTs, and timing components and make all necessary adjustments. If a short block is installed, make sure all of the ladder frame bolts are present before installing the BSM and if the head is replaced make sure all the check balls are inserted in the oil ports before the head is installed. They should be installed with the head off of the vehicle. If the failed engine has catastrophic damage, (rod through block, large metal debris in the pan, or seized engine) do not reuse the original intake manifold. Please replace the intake manifold with a NEW one.

*** Case has been auto closed by the system on 06/16/2017 01:23:05 (PST)